

LEARNER APPEALS POLICY

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Version Control

Version	Date	Editor	Comments
V1	June 2019	Katie Fowler	RoATP refresh (Version control not used before this)
V2	November 2020	Katie Fowler	Annual review
V3	February 2022	Chris Brown	Delayed annual review (Ofsted)
V4	February 2023	Lisa Entwistle	Rebranded to LearnTech
V5	October 2024	Katie Fowler, Debbie Wilson and Cheryl Pine	Annual Revision

Summary of Changes

Page number	Change
3	Schedule changed to every 2 years for review, as opposed to annually

Policy Review Schedule	Full review every 24 months.
Next Review Date	October 2026

Purpose

The purpose of this policy is to:

- Give learners full opportunity to raise matters of concern without fear of disadvantage.
- Ensure that its procedures are fair, and decisions are appropriate and have regard to any applicable law.
- Ensure that learner appeals are dealt with in a timely manner, using simple and transparent procedures.
- Ensure where an appeal is upheld, appropriate remedial action is implemented.

This policy applies to all learners of LearnTech

Policy Ownership

Policy owner: Chris Brown, Head of Quality

Related Documentation

- Complaints Policy
- EPA and Resit Policy
- JCQ Appeals: <https://www.jcq.org.uk/exams-office/appeals/>

This policy must be read in conjunction with any awarding body guidance and policies/ procedures.

Implementation

There are two parts to this procedure.

1. Internal assessment
2. External assessment/examination

1. Internal assessment

The following sets out the appeals procedure for LearnTech. This procedure sets out the process for raising appeals against an assessment decision that has been made by LearnTech trainers/assessors for any internal assessed

qualifications (for example our Funded Tech Courses). Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the regulations of the programme of learning then they may appeal against the assessment decision using the procedure set out below.

Appeals Procedure

Stage 1 ("on-the-spot" solutions)

- If you are still completing your course you must first contact your trainer or mentor/ student development officer (who made the assessment decision) who will ensure that your concerns are dealt with fairly and quickly.
- If you have already completed your qualification and are unhappy with any aspect of LearnTech service or have a complaint, please follow the complaints procedure. A copy of this can be found on LearnTech website.
- You should raise your concerns within 7 days of the assessment decision in question. Your trainer will fully investigate your concerns and address them accordingly.
- If your appeal would be inappropriate to discuss with the mentor/ student development officer or trainer you may begin with Stage 2.

Stage 2

- Contact the quality assurance team with your assessment appeal via email to quality@learn-tech.com.
- A member of the quality team will investigate the assessment and your appeal and come back to you within 7 days of raising the appeal with a decision.

Stage 3

- If you are not satisfied with the outcome of Stage 2 you will need to raise your concern with the Head of Quality by emailing quality@learn-tech.com FAO Chris Brown.
- You are likely at this stage to be requested to substantiate your assessment appeal with written factual evidence and/or signed statements from witnesses. This will assist in reaching a speedy conclusion to the assessment appeal.
- The administrative department will monitor the progress of the appeal until the issue has been resolved. A response to your appeal will be sent to you within 28 days.
- The investigator will also review any systems, and assessment processes relevant at the appeal, to identify and recommend changes that would prevent a recurrence of similar appeals (preventative action). These recommendations will be included in the company Quality Improvement Plan (Quip) and actions implemented accordingly.

Stage 4 – Appeals

- The learner may appeal against a decision if they regard the assessment appeal as still unresolved.
- The complainant should appeal in writing to the awarding body, following the awarding body appeal procedures. You can request a copy of your awarding body and their policy by emailing quality@learn-tech.com

If the learner is unsatisfied with LearnTech’s decision or handling of an appeal:

- They can write to the North West Education & Skills Funding Agency
- They can write to Ofqual
- They can follow the LearnTech Complaints procedure available on our website www.learn-tech.com

If a learner is still unsatisfied with the final decision made by the awarding body, they can escalate their complaint or make an appeal to Ofqual, the qualifications regulator whose decision is final.

These processes should only be followed if all stages of the LearnTech appeals processes has been exhausted.

If you require an electronic copy of the complaint/appeals form, or require the document in alternative formats such as braille/large print, please email info@learn-tech.com .

Assessment appeal analysis reports are prepared regularly to review trends by cause, site, ethnicity, and disability. These reports are submitted to the Board.

2. External assessment

External Assessment

This must be read in conjunction with the policies from the End Point Assessment Organisation or Awarding Body accrediting the assessment/examination.

Under what circumstances can you appeal?

- If you believe that the Awarding Body/ End Point Assessment Organisation did not apply procedures properly, fairly, or consistently in relation to the assessment decision
- If you disagree with any decision on the allocation of reasonable adjustments or special consideration

- If you disagree with the action taken against them following an investigation into malpractice.
- If you believe there were errors with the question paper that impacted the result.

Please note you will not be able to appeal if the only grounds are that you are unhappy or disappointed with the result.

You will need to discuss the reasons for the appeal with your trainer or mentor who will be able to support with the grounds for appeal.

If you are requesting for your mark to be reviewed due to sickness or other extenuating circumstances that took place at the time of the examination, we will consult the organisations policies for, reasonable adjustments and special considerations.

You can request a re-mark on failed written exams or where a distinction grade was narrowly missed. Re-mark requests will not be accepted for any multiple-choice examinations as these are marked electronically.

If you would like LearnTech to act on your behalf, please provide written permission for us to do so via email to quality@learn-tech.com.

Please note, there may be fees that the awarding body applies to assessment/ examination appeals. Please ask for more information.

Monitoring

All appeals are reviewed annually for trends by the quality team and senior leadership. All findings are included in the organisations quality improvement plan.