

Learner Appeals Policy

Introduction

Johnson Training Ltd (the 'Organisation') hereafter referred to JTL, aims to provide excellent quality training and consultancy to its customers on time and within budget.

This document sets out our Learner Appeals policy and is aimed at our partners, learners and all interested parties who encounter a direct or indirect service from JTL.

When learner work is deemed to be unsatisfactory, a second attempt to complete an assessment is permitted under the rules relating to the particular learning programme or unit of work.

An appeal can only be considered after the **second** attempt has been assessed.

The usual grounds for appeal are that the assessor failed to carry out the assessment either to meet the assessment criteria laid down by the awarding organisation, or the terms and conditions agreed between JTL and the learner, or either.

APPEALS PROCEDURE

Stage 1

- The learner requests an appeal form [Appeals form 1] from JTL.
- JTL acknowledges receipt of the Appeals form 1 and indicates that the appeal will be responded to within 14 days of receipt.
- The completed Appeals form 1 to be sent to JTL, the assessor and internal verifier (IV).
- The assessor discusses the appeal with the learner
- If agreement is reached no further action is required.

Stage 2

- If no agreement is reached the learner requests a meeting/discussion with the internal verifier or designated member of staff identified by JTL to discuss the appeal.
- An appeal report form [Appeals form 2] is completed by the internal verifier/designated member of staff and signed and dated by both parties.
- If agreement **is** reached the internal verifier/designated member of staff informs the parties concerned.

Stage 3

- If agreement is **not** reached, the internal verifier/designated member of staff puts the appeal form and the appeal report form forward to the JTL Operations Director within **5** working days.
- The JTL Operations Director convenes an appeals panel, informing members and the learner in writing within **10** working days of receiving the Appeal Form.
- The learner can prepare a personal statement and make this available, together with relevant documentary evidence, to the appeals panel.
- The panel may contact any person who has been involved in the assessment under consideration for further information.
- A member of the appeals panel will complete the appeal panel report [Appeals form 3].

If the appeal is upheld, the report must state that:

- [a] the assessment result has been changed, setting out the panel's reasons for doing so;
- [b] another assessor will be invited by the appeals panel to repeat the assessment process. In this case, the new assessors decision will be final. The learner will be informed of the details and outcomes of the appeal.

Appeals Panel

The appeals panel takes into account the requirements of the awarding organisation and is independent of the learner's employer.

Membership of each appeal panel will comprise of both:

- another accredited assessor
- an internal verifier who is familiar with the area of work concerned

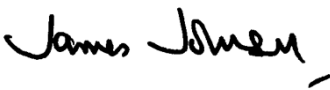
The appeals panel will not include any person(s) involved in the original assessment decision.

The decision of the appeals panel will be final.

The learner has the right to attend the appeals panel hearing and may be accompanied by a person of her/his choice.

This Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Policy are made available to all members of staff.

Name:	James Johnson
Position:	Managing Director
Signature:	
Date:	30 10 2018

Review date	Reviewed by:	Comments	Version
30 10 2019	JJ	No Changes required	2
29 10 2020	JJ	No Changes required	2
30/10/2021	JJ	No Changes required	3
30/10/2022	JJ	No Changes required	4
30/10/2023	JJ	No Changes required	5
29/08/2024	MJ	No Changes required	6
01/09/2025	MJ	No Changes required	6
The next policy review date is 01 09 2026			

Learner name:

Learner address:

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Post code: Email address:

Date of course:

Appeals panel members:

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Outcome/Decision: Appeal upheld: Yes/No

Reasons:

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Proposed course of action:

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Signed:..... (Chair of panel)Date:

Outcome communicated to Learner: Date:..... By:.....

Result communicated to assessor: Date: By

Result communicated to awarding body: Date: By:.....

For HQ use:

Appeal number:

Date received from panel chair:

Appeal upheld: Yes/no

Signed off: Date:..... By: