

Learner Appeals Policy

1. Introduction

Johnson Training Ltd (the “**Organisation**”), hereafter referred to as **JTL**, is committed to providing high-quality training and consultancy services to its customers in a timely, professional and cost-effective manner.

This policy sets out JTL’s approach to learner appeals and is intended for learners, partners and other interested parties who receive, or are affected by, services provided by JTL.

JTL is committed to ensuring that all assessment decisions are fair, consistent, transparent and made in accordance with the requirements of the relevant awarding organisation.

Where a learner’s work is assessed as unsatisfactory, the learner will normally be permitted a second attempt at the assessment, subject to the rules and requirements of the relevant learning programme, qualification or unit.

An appeal against an assessment decision can only be considered once the learner’s **second attempt has been assessed**.

Grounds for an appeal may include circumstances where the learner believes that the assessor:

- did not conduct the assessment in accordance with the assessment criteria or requirements specified by the relevant awarding organisation;
- did not conduct the assessment in accordance with the terms and conditions agreed between JTL and the learner; or
- failed to meet both of the above requirements.

2. Appeals Procedure

JTL operates a three-stage appeals procedure.

Stage 1 – Initial Appeal

1. The learner should request **Appeals Form 1** from JTL and complete it with details of the grounds for their appeal.
2. The completed Appeals Form 1 should be submitted to JTL and made available to the relevant assessor and Internal Verifier (IV).
3. JTL will acknowledge receipt of the appeal and confirm that a response will be provided within **14 days of receipt**.
4. The assessor will discuss the appeal with the learner and consider the issues raised.
5. Where an agreement is reached and the learner is satisfied with the outcome, the appeal will be considered resolved and no further action will be required.

Stage 2 – Internal Review

1. If the matter cannot be resolved at Stage 1, the learner may request a meeting or discussion with the Internal Verifier or another designated member of staff identified by JTL.
2. The Internal Verifier or designated member of staff will review the circumstances of the appeal and discuss the matter with the learner.
3. An **Appeal Report Form (Appeals Form 2)** will be completed by the Internal Verifier or designated member of staff. The form will be signed and dated by both parties.
4. If agreement is reached, the Internal Verifier or designated member of staff will inform all relevant parties of the outcome and any action to be taken.
5. If agreement cannot be reached, the appeal will proceed to Stage 3.

Stage 3 – Appeals Panel

1. Where the appeal remains unresolved, the Internal Verifier or designated member of staff will forward **Appeals Form 1** and **Appeals Form 2**, together with any relevant supporting information, to the JTL Operations Director within **5 working days**.
2. The JTL Operations Director will convene an Appeals Panel and will notify the panel members and the learner in writing within **10 working days** of receiving the appeal documentation.
3. The learner may prepare a personal statement and submit any relevant documentary evidence for consideration by the Appeals Panel.
4. The learner has the right to attend the Appeals Panel hearing and may be accompanied by a person of their choice.
5. The Appeals Panel may contact any person involved in the assessment under consideration where further information or clarification is required.
6. A member of the Appeals Panel will complete the **Appeal Panel Report (Appeals Form 3)**, recording the panel's consideration, decision and reasons for its decision.
7. The learner will be informed of the outcome of the appeal and any resulting action.

3. Where an Appeal Is Upheld

Where the Appeals Panel upholds an appeal, the Appeal Panel Report must clearly record the outcome and the reasons for the panel's decision.

Where appropriate, the panel may determine that:

- the original assessment result should be changed, in which case the report will clearly explain the reasons for that decision; or
- the assessment process should be repeated by another assessor appointed or approved by the Appeals Panel.

Where a new assessor is appointed to repeat the assessment process, the decision of that assessor will be **final**.

The learner will be informed of the arrangements for any reassessment and of the final outcome.

4. Appeals Panel

The Appeals Panel will consider the requirements and procedures of the relevant awarding organisation when reviewing an appeal.

The panel will be independent of the learner's employer and will not include any person who was involved in making the original assessment decision.

Membership of the Appeals Panel will comprise:

- another appropriately accredited assessor; and
- an Internal Verifier who is familiar with the relevant area of work or assessment.

Additional individuals may be consulted where specialist knowledge or information is required, provided that this does not compromise the independence or impartiality of the appeal process.

The decision of the Appeals Panel will be **final**, subject to any separate rights of appeal that may be available to the learner under the procedures of the relevant awarding organisation.

5. Fairness and Confidentiality

JTL will ensure that appeals are considered fairly, objectively and without discrimination.

A learner will not be disadvantaged or treated unfavourably as a result of submitting an appeal in good faith.

Information relating to an appeal will be handled appropriately and shared only with those individuals who need access to the information for the purpose of investigating, reviewing or determining the appeal, subject to applicable legal, regulatory and awarding organisation requirements.

6. Records

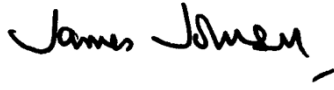
JTL will maintain appropriate records of learner appeals, including the appeal submitted, supporting evidence, discussions and reviews undertaken, decisions reached and any actions resulting from the appeal.

Appeal records will be retained in accordance with JTL's applicable record-retention requirements and any requirements imposed by the relevant awarding organisation.

7. Policy Review and Availability

This policy will be reviewed regularly to ensure that it remains appropriate, effective and suitable for JTL's activities and continues to reflect relevant awarding organisation requirements.

Copies of this policy will be made available to all relevant members of staff and, where appropriate, to learners, partners and other interested parties.

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
01/09/2026	MJ	Policy reviewed and updated	7
The next policy review date is 01 09 2027			

Learner name:

Learner address:

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Post code: Email address:

Date of course:

Venue:

Name of programme:

Assessor:

Reason for appeal:

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Signed:..... Date:

For HQ use:

Date request received:

Appeal number:

Date sent to assessor:

Date sent to internal verifier:

Resolved: Yes/No

Signed off by: Date:

Learner name:

Learner address:

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Post code: Email address:

Date of course:

Venue:

Name of programme:

Trainer/assessor:

Internal verifier:

Notes of discussion:

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Signed:..... (Internal verifier) Date:

Signed:..... (learner) Date:

For HQ use:

Appeal number:

Date Received from JTL IV:

Resolved: Yes/No

Signed off by:..... Date:

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: