

The purpose of this policy is:

To enable the learner to enquire, question or appeal against an assessment decision.

To attempt to reach agreement between the learner and the assessor at the earliest opportunity.

To standardise and record any appeal to ensure openness and fairness.

To protect the interests of all learners and the integrity of the assessments.

N.B. All appeals must be registered with SIAS within 10 days of receipt of the result against which you are appealing. Appeals received after this time will not be investigated.

In order to comply with the Appeals Policy SIAS will:

Inform learners on first meeting about the appeals policy.

Record and track any lodged appeal.

Forward the appeal to the relevant person if applicable.

Work within published timescales or inform the learner if this is not possible.

Monitor appeals to inform quality improvement.

Adhere to the following **Appeals Procedure**:

- All appeals will be acknowledged within 7 working days of receipt.
- If possible the appeal will be resolved in discussion with the assessor and the learner
- Where an agreement cannot be reached an independent assessor will be appointed to investigate the claim.
- The assessor will be given 21 days in order to study all the available evidence relating to the appeal. The learner must make available to the investigating assessor any relevant work or assessment evidence.
- The assessor will report to the Head of SIAS who will then review the report and any accompanying evidence.
- The learner will be informed of the outcome within 25 working days of the Head of SIAS receiving the assessor's report.

This policy and procedure will be reviewed annually as part of the self-assessment and quality assurance of SIAS; based on this review or on feedback from learners, assessors or external agencies revisions to the policy and procedure will be made as necessary.