



MAGNUM OPUS TRAINING

ALTERNATIVE EDUCATION

Appeals Policy

Last Review Date: September 2024

Next Review Data: September 2025

Signed:

Mr S King

Education Director

Section 1: Statement

The purpose of an appeals procedure is to ensure that every learner who is not satisfied with the outcome of an assessment decision has the right to appeal against the decision that has been made.

The appeals procedure applies to any learner following completion of an Active IQ qualification at Magnum Opus Training and provides learners with a formal route to appeal against a decision.

Magnum Opus Training learners will be assessed against Active IQ published criteria and by assessors who must hold or be working towards any of the following:

- Level 3 Award in Understanding the Principles and Practices of Assessment (QCF) or
- Level 3 Award in Assessing Vocationally Related Achievement (QCF) or
- Level 3 Award in Assessing Competence in the Work Environment (QCF) or
- Level 3 Certificate in Assessing Vocational Achievement (QCF), or
- A1 (previously D32, D33)

In addition Magnum Opus Training will ensure that assessors:

- Possess a discipline specific qualification equivalent to the qualification being taught
- Have relevant industry experience
- Demonstrate active involvement in a process of industry relevant Continued Professional Development during the last two years

All new Magnum Opus Training assessors will be given a clear action plan for achieving the appropriate qualification(s) and should be countersigned by an appropriately qualified individual until the qualification(s) are achieved.

Section 2: Appeals procedure

Stage 1: Learners should first make an appeal via the centres appeals procedure and log the appeal with their allocated tutor / assessor via email. If the appeal is unresolved, the learner should be advised of the next stage.

Stage 2: Learners should log the appeal via the centres internal verifier via office@magnumopustraining.com FAO: [Appeal to 'internal verifier name']. If the appeal is unresolved, the learner should be advised of the next stage.

Stage 3: Learners should log the appeal via the centres Education Director via email to scottking@magnumopustraining.com Subject: Appeal Stage 3 'learner name'. If the Education Director is the tutor / assessor the complaint should be emailed to the centres chair of governors steve.collins@azothsolutions.co.uk Subject: Appeal Stage 3 'learner name'.

Stage 4: Should the appeal remain unresolved the learner should contact the awarding body directly.

Active IQ:

Throughout the assessment process Magnum Opus Training will comply fully with Active IQ's policy on reasonable adjustments and special considerations that can be found:

<https://www.activeiq.co.uk/for-centres/policies-and-procedures>

Investigating appeals is very problematic without the presence of impartial evidence. Therefore,

appeals in the context of live observed assessments will only be considered when accompanied by a suitable video recording.

As a learner of Magnum Opus Training you will be able to use a video recording as long as it does not adversely affect the assessment process, allows the assessor to carry their role and does not contravene a venue/organisations rules or regulations. The learner must make suitable arrangements to arrange a video operator.

Thank you for your contribution and commitment to making our policy work.