

**The HOLT Isle of Wight**

**Appeals Policy**

**Scope of the Policy**

This policy is provided for The HOLT clients and staff members who are using or delivering qualifications offered by The HOLT.

**Review arrangements**

The HOLT will review this policy annually in line with self-assessment arrangements. This policy will be also be revised as and when necessary, in response to customer and learner feedback or good practice guidance issued by an awarding organisation or other regulatory body.

**Location of the Policy**

This policy is available for all staff members, third parties and learners to access.

**Communication of the Policy**

Each staff member involved in the management, delivery, assessment and quality assurance of qualifications offered by The HOLT, shall be made aware of this policy during their induction period of employment. Learners undertaking The HOLT qualifications shall be informed of this policy during their induction process.

**Policy Statement**

Each learner has the right to challenge the outcome of an assessment decision, if they consider the assessment has not been undertaken properly, or the assessment judgement is incorrect.

Each HOLT employee has the right to challenge the outcome of a decision, if they consider the decision is unfair or unacceptable to them.

Appeals may be lodged for a variety of reasons. These reasons may include, but are not limited to the following:

* Conduct of an assessment
* Adequacy of the range, nature and comprehensiveness of evidence when set against the national standards and evidence requirements
* The opportunities offered in order to demonstrate competence of attainment
* Access to assessment
* Process of assessment
* Access to internal quality assurance
* The handling of an appeal
* The outcome of a complaint
* In internal issue regarding a staff member

**Statement of Principle**

This policy is in place to enable The HOLT clients and employees to enquire, question or appeal against a decision by the organisation.

The HOLT will aim to reach an agreement at the earliest opportunity regarding any appeals that are made.

The HOLT will ensure that all appeal investigations are conducted by employees  who have the appropriate knowledge, understanding and skills.

If a learner wishes to appeal an assessment decision, the appeal must be lodged in writing/ via email to an employee of The HOLT, within seven working days of being notified of the assessment decision. A relevant The HOLT employee will then attempt to find a solution with the learner, assessor/ tutor and internal quality assurer.

A HOLT employee will acknowledge a learner or staff member appeal within two working days of receipt. A relevant HOLT employee will be instructed to investigate an appeal by a member of the Senior Management Team. Investigations may include talking to all relevant parties related to the assessment process or decision.

A learner will be informed of the outcome of an investigation and decision within ten days of the appeal being lodged. A staff member who has lodged an appeal, will be informed of the outcome of an investigation and decision within ten days of the appeal being lodged. This time frame may be extended, depending on the nature of the appeal.

If a learner appeal is to be upheld, the learner will be notified of this in writing, within two working days of the completion of the investigation.

If a staff member appeal is to be upheld, the staff member will be informed of this in writing, within two working days of the completion of the investigation.

The relevant procedures will be followed to ensure a learner assessment decisions is changed to show the correct mark and/ or decision.

If a learner or staff member appeal is upheld by The HOLT, any lessons learned from the investigation will be reviewed by the Senior Management Team, in order to identify any relevant change in practices/ processes required.

All The HOLT employees involved in an appeal will be offered suitable training, if appropriate.

If an appeal is not upheld, the learner or employee who lodged the appeal will be given a written explanation detailing the reasons.

If a learner is not satisfied with the appeal decision, they are able to instruct The HOLT to contact the awarding organisation they are registered with, to escalate the appeal. The awarding organisation will investigate all appeals made, in line with their own appeals policy.

All documents relating to an appeal will be saved and stored securely by The HOLT. Access to all learner appeals will be given to the awarding organisation a learner is registered with.