

1. Scope

This policy applies to all staff at Expanse Learning.

2. Appeals Procedure

Students wishing to appeal must do so within 14 days of receiving the disputed assessment decision and are advised to keep copies of all documents relating to the appeal.

It is ultimately the responsibility of the Board of Directors to ensure that this procedure is published and accessible to all personnel, Students and any relevant third parties. However, the quality coordinators (QC) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the Students who commence courses/programmes in their area.

3. Stage 1

The appeal should be made, in the first instance, to the assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable, although the student is recommended to put the appeal in writing using the Student Appeals Form. The assessor should explain his/her rationale for the decision that is being disputed. The assessor is required to record an overview of the appeal and the outcome of the discussion and forward this to the IV and to the lead IV to retain with the centre's assessment and appeals records.

4. Stage 2

If Students remain dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then they are required to appeal in writing to the Lead IV within 7 working days of the Stage 1 process, using the Student Appeals Form 2.

The Lead IV will write to the Student to acknowledge receipt of the appeal within 7 working days and outline the course of action to be taken.

The Lead IV will carry out an investigation, ensuring that another appropriately qualified internal verifier is involved in the review and we will write to the Student within 7 working days with the findings and a decision as to whether the appeal was justified.

Students are required to provide as much information as possible regarding the disputed assessment decision. When completing the Appeals Form 2, information should include:

- The date and type of the assessment (i.e., observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper)
- The name of the assessor involved
- A brief outline of the reason for the appeal
- Any associated documents (i.e., student evidence, record of feedback from the assessor involved).

All Stage 2 Appeals should be sent to:

Lead Internal Verifier (Karl Wane)
Expanse Group Ltd
The Stadium
Leigh Sports Village
Sale Way
Leigh
WN7 4JY

Upon receipt of the appeal the IV will contact the relevant person required to conduct an appropriate review of the evidence and an independent assessor or internal verifier and/or relevant QC may review/reassess the Students work against the assessment criteria for the qualification, where required. One of the following decisions will be communicated to the student by the IV in writing within 7 working days of the decision having been made.

This will be to either:

- uphold the original assessment decision
- offer the student an opportunity for a resit/reassessment free of charge
- overturn the original decision.

These decisions will be recorded on the Student Appeal Form 2 (Appendix 2).

The decision will also be communicated to the original assessor and also the assessor/lead internal verifier who assisted in Stage 2 of the appeal. Copies of records of appeals are retained with the assessment and appeals records.

Expansive Group will retain records of appeals for a minimum period of five years.

5. Stage 3

If Students have followed Stage 1 and 2 of the appeals procedure, and remain dissatisfied with the outcome, they have the right to take their appeal to the awarding body within 20 working days of the decision being communicated to them by recognised centre.

All Stage 3 appeals should be sent to:

For Pearson edexcel: Information can be found at edexcelappeals@pearson.com.

For AIM Awards: Information can be found at <file:///Users/tonybrown/Downloads/Appeals%20and%20Complaints.pdf>

6. Monitoring arrangements

This policy will be reviewed every 12 months but can be revised as needed. It will be approved by the governing board

Impact of non-compliance for:

Staff:	Disciplinary action
Student:	Not applicable
Legislation/organisational:	Reputational damage, litigation, statutory and non-regulated compliance. prosecution
Compliance lead:	Lead IV (Quality)
Policy Reference:	ELGR-OPR-006
Version:	1
Agreed policy location:	DatabridgeMIS and Company Webpage
Does the policy require Governor approval?	No

Approval

<p>Written by Karl Wane 11/12/2020</p>  <p>Director of Post 16 Education</p>	<p>Approved by Tony Brown 11/12/2020</p>  <p>CEO</p>	<p>Counter Signatory Scott Roberts (Assoc. CIPD) 01/09/2020</p>  <p>Head of Corporate Services</p>
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Version Control

<i>Version</i>	<i>Date</i>	<i>Revision</i>	<i>Review Date</i>
3	11/12/2020	Review	10/12/2021
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5			
6			
7			

Appendix 1 – Student Appeal From 1

Stage 1

The Student may use this form to appeal against the outcomes of an assessment decision to the assessor.

Student Name:	
Date of assessment:	
Name of assessor (against whose decision the appeal is being made):	

Nature of the Appeal:

Details of Original Assessment Decision:

Students signature:		Date:	
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To be completed by the assessor

Date of meeting:	
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Assessor Response:

Signed:

Assessor:		Date:	
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Student:		Date:	
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Appendix 2 - Student Appeal Form 2

Stage 1 - Before completing this form, Students must follow Stage 1 of the appeals procedure, by appealing to the assessor who made the assessment decision.

Stage 2 - Students are required to complete this form and forward it to an appeals officer to make a formal appeal, if they are still dissatisfied after having appealed to their assessor.

Student name:			
Student registration number:			
Date appeal submitted:			
Address:			
Email address:			
Contact number:			
Date of assessment:			
Name of assessor: (against whose decision the appeal is being made)			
Describe the reasons for your appeal as fully as possible. Please include copies of any associated documents (e.g. student evidence, record of feedback from the assessor involved). Students should keep a copy of this form.			
Type of Assessment and Nature of the Appeal (Please attach an additional sheet, if necessary)			
Details of Original Assessment Decision (Please attach an additional sheet, if necessary)			
Signature of Student:		Date:	
Please return this form to:			
Karl Wane, the Expanse Group, The Stadium, Leigh Sports Village, Sale Way, Leigh, WN7 4JY			
To be completed by the Appeals Officer			
Date of appeals meeting:			
Meeting attendees:			
Details of the meeting:			
Outcome of the Meeting			
Uphold the original assessment decision			
Offer the student an opportunity for a resit/reassessment free of charge			
Overturn the original decision			
Signed			
Lead IV		Date:	
Student:		Date:	