

# Appeals Policy

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## Policy Scope

This policy is provided for CTC Training and Development Limited customers, including learners and staff members who are using or delivering the courses and qualifications that CTC Training and Development Limited offer.

## Policy Review

CTC Training and Development Limited will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by the relevant awarding organisation or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

## Policy Statement

All learners have the right to challenge the outcomes of their assessment decisions, if they consider the assessment has not been carried out properly. Learners might appeal on a variety of issues.

These issues may include the following: -

- Conduct of the assessment
- Adequacy of the range, nature and comprehensiveness of the 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 Verification
- The handling of an appeal
- Administrative issues e.g. failure to register/apply for certification

## Statement of Principle

This policy is in place to enable CTC Training and Development Limited learners' to enquire, question or appeal against an assessment decision. will aim to reach an agreement with a learner at the earliest opportunity, regarding any appeals that are made. CTC Training and Development Limited will ensure that:

Internal assessments are conducted by members of CTC Training and Development Limited. staff who have appropriate knowledge, understanding and skills in this area.

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Assessment evidence provided by learners is produced and authenticated according to the requirements of the relevant awarding organisation for the subject concerned.

The consistency of internal assessment will be maintained by internal verification and standardisation. If a learner wishes to appeal, the appeal must be lodged in writing with the relevant CTC Training and Development Limited staff member within 7 working days of the learner being notified of the assessment decision. The relevant centre staff member will then attempt to find a solution with the learner, assessor/tutor and internal verifier.

Any CTC Training and Development Limited staff member undertaking an appeal investigation must be independent from any assessment decisions made as part of a learner's qualification. The relevant CTC Training and Development Limited staff member will acknowledge the appeal within 2 working days of receiving it. Investigations may include undertaking interviews with any relevant parties.

The learner will be informed of the investigation outcome and decision within 10 days of the appeal being lodged (this may be extended, depending on the nature of the appeal). If the staff member feels the appeal is to be upheld, the learner will be notified of this in writing, within 2 working days of completion of the investigation.

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

If an appeal from a learner is upheld by the centre staff member, any lessons learnt from the investigation will be reviewed by CTC Training and Development Limited. Any staff member involved in the appeal will be offered suitable training, if appropriate. The outcome and action plan from all appeal will be dealt with on an individual basis.

If an appeal is not upheld, the learner making the appeal will be given a written explanation detailing the reasons for the appeal not to be upheld.

If the learner is not satisfied with the appeal decision made at centre level, the learner can instruct the centre to contact the relevant awarding

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organisation in order to escalate the appeal. The relevant awarding organisation will investigate any appeals made in line with their own Appeals Policy.

All documents relating to an appeal must be saved and stored securely in the centre. The relevant awarding organisation will be given access to any information or documents regarding any appeals, when requested.

Last review date: 01/10/2024

Next review due: 01/10/2025