

APPEALS PROCEDURE

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Approved by:	Senior Management Team		
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Version	Review date	Next review Due	Comments	Reviewed by	Approved by
1.1		10.01.2016	Original version	Elaine Highwood	SMT
1.2	10.1.2017	10.1.2018	Reviewed no amendments made	Elaine Highwood	SMT
1.3	10.1.2018	10.1.2019	Reviewed no amendments made	Elaine Highwood	SMT
1.4	10.1.2019	20.1.2020	Amendments to the Awarding bodies	Elaine Highwood	SMT
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1.6	27.2.2021	20.2.2022	Additional email address for ncfе/cache; city and guilds and AAT	Elaine Highwood	SMT
1.7	20.2.2022	20.2.2023	Updates to job titles and roles	Elaine Highwood	SMT
1.7.1	30.5.2022	20.2.2023	Addition of TQUK to AO list; Introduction added	Elaine Highwood	SMT

Authorising Officer:

Oliver Traylor, Managing Director

Signature:



Date: 30.5.2022



Introduction

Promoted during the sign-up process, this policy will form part the Induction Process for all learners and will be accessible through their learner handbooks, forming part of their Induction. Internal Stakeholders will be able to access the policy through the shared drive and all stakeholders will be able to access it through Runway's Website.

All staff will be made aware of the policy at Induction, and it will form part of Runway's Mandatory training. Additional training/updates will be given as and when needed.

This policy will be reviewed on a yearly basis or sooner if legislation/organisational changes impact on the content of this policy.

Appeals Procedure

Runway aims to provide the very best service to learners and potential learners and has developed a straight-forward appeals procedure to ensure that appeals are dealt with as efficiently and effectively as possible.

Our appeals procedure demonstrates the way in which appeals should be reported, and how can expect appeals to be handled. Runway Training will ensure that no learner is subject to unfair discrimination on any grounds in relation to access to assessment and the fairness of assessment.

If an occasion should arise where a learner is not satisfied with their Assessor's or tutor's decisions they are encouraged to apply the following Appeals Procedure:

- 1) In the first instance, always try raise an appeal with your assessor or tutor, whether you wish to appeal a decision that has been made by either the Centre or by the Awarding Organisation. To submit a case for appeal please use the attached appeals form. You will receive a response to your appeal within 3 working days and if you are not satisfied with the outcome then please follow Step 2.
- 2) If you are still unhappy with your assessor's or tutor's decision and explanation you should contact your Internal Quality Assurer. The IQA will review your concern and the evidence and either support or overturn the Assessor's decision. From receipt of your appeal, you can expect a decision within 5 working days.
- 3) If you are still unable to resolve your appeal then please contact the Quality Manager providing full details in addition to your existing appeals form by any of the following channels:

By email: elainehighwood@runwaytraining.co.uk

In writing: Head of Quality
Runway Training
190 High Street
Tonbridge
Kent
TN9 1BE

Appeals form: Collected from the Runway office or can be emailed or posted to you. There is also a copy attached to this document.

Telephone: 01732 402 402

When submitting an appeal, it is helpful if you give as much information as possible and include steps that you have taken in pursuing your appeal, any discussions that you have already had about the matter, attach copies of any earlier correspondence and state clearly what remedy, if any, you are seeking.

On receipt of your appeal case, the most appropriate Manager will be assigned to investigate and will contact you as soon as this is complete. This would normally be within 10 working days but can sometimes take longer. If at any time, however, you would like information concerning the investigation you may contact the HR Department directly.

You will be contacted by your preferred method (by email, 'phone or in writing) with the results of the investigation into your appeal. At this time you will be asked whether you are satisfied with the outcome and will have the opportunity to ask any questions regarding the investigation. If you are satisfied with the outcome the appeal case will be closed.

Appeals and the Awarding Organisation

When first discussing your appeal with your assessor or tutor they will advise as to whether it is a matter for the External Quality Assurer for the Awarding Organisation which who you are undertaking your qualification. Runway Training will assist you in the appeals process and will refer you to the relevant Awarding Organisations appeals procedure.

Appeals of External Assessments

An appeal may be lodged on behalf of a learner or a group of learners, with the explicit written permission of that learner / group of learners.

To appeal a report will need to be submitted as to why the appeal should be considered, together with any supporting evidence. Appeal applications without supporting evidence may not be accepted.

The report should include the following:

- the centre name, address and number
- the learner's name(s) and registration number(s)
- the date of the assessment
- the date(s) that the notification of the Awarding Bodies assessment decision was received
- the nature of the service affected and / or the title and number of the programme affected
- the full nature of the appeal
- the contents and outcome of any internal investigation carried out by the centre or learner(s) relating to the issue
- the date of the report
- the name, position and signature of the person making the appeal

Appeals cannot be accepted after **30 working days** from the date the centre was informed about the original decision.

NCFE/CACHE

Exam enquiries and appeals

Prior to submitting an Appeal any concerns should be directed through the Enquiries about Results and / or Assessment Decisions process. Centre now have 20 working days from the point of the results release to submit an enquiry.

<https://www.qualhub.co.uk/delivery-and-learner-support/forms/enquiries-about-results-and-assessment-decisions/>
<https://www.qualhub.co.uk/media/10433/appeals-policy.pdf>

AAT:

The Quality manager will also ensure that you are aware of timescales and keep you informed of any correspondence between the centre and the Awarding Organisation

<https://www.aat.org.uk/about-aat/aat-customer-charter/complaints-about-aat-approved-training-providers>
<https://www.aat.org.uk/assessment/enquiries-and-appeals/appeals-guide>

CITY AND GUILDS

Application for and enquiry about an examination result (Candidate)

<https://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library>

Application for and enquiry about an examination result (Centre)

<https://www.cityandguilds.com/-/media/cityandguilds-site/documents/what-we-offer/centres/centre-document-library/appeals/enquiries-and-appeals-for-qualifications-process-and-how-to-apply-v3,-d-,2-may2018-pdf.ashx?la=en&hash=DA5B1D8073B7A453F6F9AFBD7AB492A0D68A1E6Dhttps://www.cityandguilds.com/~media/Documents/ProvideTraining/Centre Document Library/Appeals/Stage 1 Centre enquiry Form E1.pdf.ashx>

ILM

Where learners or centres have concerns about the results of an external assessment they can contact ILM Assessment Services. In the first instance a clerical check will be completed and in the second a remark of the assessment by an independent assessor will take place in accordance with C&G/ILM Awarding Bodies policies and procedures.

For further guidance please see the ILM instructions for conducting examinations and the Enquiries and Appeals Policy.

ILM Invigilation Policy

<https://www.i-l-m.com/~media/ILM%20Website/Sharepoint%20Documents/ Published%20Documents/ilm-policies-d16-ILM-instructions-for-conducting-examinations-v3-April-2017.pdf.ashx>

ILM Enquiries and Appeals:

<https://www.i-l-m.com/~media/ILM%20Website/Sharepoint%20Documents/ Published%20Documents/Enquiries%20and%20Appeals%20Policy.pdf.ashx>

TQUK

<https://www.tquk.org/wp-content/uploads/sites/2/2019/08/C.P.1-Appeals-Policy.pdf>



Appeals Form

Full Name			
Address			
Email Address			
Telephone Number		Preferred method of contact	

Please use this box to provide us with details of your appeal

Signed: _____ Date: _____