





Appeals Procedure Policy Statement

COVER SHEET

Document Control

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Version History

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Jan 21	1		Head of Apprenticeships (Cheryl Woods)	CEO (Ritchie Mehta)	Jan 21	 <small>Ritchie Mehta (Jul 7, 2022 16:19 GMT+1)</small>
28.06.22	2		Quality Manager (Jane Richardson)	Managing Director (Idalina De Jesus)	28.06.22	 <small>Idalina De Jesus (Jul 1, 2022 09:25 GMT+1)</small>

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Scope

This **Appeals Procedure Policy Statement** has been produced by the **School of Marketing** to support the right of learners to appeal against any judgement of evidence and feedback decisions made by the **School of Marketing** in relation to feedback given against the learner's portfolio evidence in preparation for the End Point Assessment (EPA).

This **Appeals Procedure Policy Statement** provides a framework for the procedure of an appeal and should be followed by any learner who wishes to appeal against the feedback of their work whilst being supported and mentored by a School of Marketing Tutor or Coach.

Purpose of Policy

The purpose of this **Appeals Procedure Policy Statement** is to:

- ensure that learners are offered the opportunity to appeal against any decision made by the **School of Marketing** in relation to feedback given against the learner's portfolio evidence and in a fair and open manner.
- provide learners with the framework and correct procedure to follow and adhere to when appealing against any decision made by the **School of Marketing** relating to their work and feedback.
- ensure that an agreement can be reached between the learner and **School of Marketing** at the earliest possible opportunity.
- ensure that any appeals against any decisions are recorded, tracked and validated in the right and appropriate way according to the **School of Marketing's** Appeals Procedure Policy.

How to appeal against a decision and feedback received

If a learner feels that any of their work towards their portfolio of evidence has been assessed in an inaccurate or unfair way, then they should follow the below procedure as soon as possible and within 10 - 14 days of receiving their assessment result(s).

Step one (informal process)

Any learner wishing to appeal against the decision and feedback of their work should first contact their Tutor and/or Skills Coach (the individual(s) who made the decision) to find out the reason and rationale of the feedback.

If the learner is satisfied at this stage with the feedback provided to them and feels that the feedback decision was justified and fair, then their appeal has been resolved. Any appeal resolved at this stage should be recorded in writing on the learner 1-1 contact log.

If, however, the learner remains unsatisfied with the decision of their work feedback then they should continue with their appeal by following the below procedure (see **step two**).

Step two (formal process)



If, once the learner has received feedback from their Tutor and/or Skills Coach with regards to the reason(s) why the feedback decision was made, they remain unsatisfied with the decision then they should contact the **School of Marketing's** Quality Manager, Jane Richardson. jane@schoolofmarketing.co.uk

The learner's work will then be re-assessed by another Tutor / Skills Coach against the marking criteria and following the reassessment the learner will be informed of the decision.

If the learner is satisfied with the outcome of the reassessment of their work, then their appeal has been resolved. All appeals resolved at this stage should be recorded on the learner 1-1 contact log.

However, if the learner remains unsatisfied after the reassessment of their work then they should continue with their appeal (see **step three** below).

Step Three (formal process)

If the learner remains unsatisfied with the decision following the reassessment of their work then the **School of Marketing** will arrange for an **Appeals Panel** to meet to discuss and consider the learner's appeal.

It may take up to 14 working days for the **Appeals Panel** to meet, which will include the **School of Marketing's Managing Director and Quality Manager**. **Appeals Panel** meeting is the final stage of the **School of Marketing's** Appeals process and any decision made by the Appeals Panel will be considered as 'final' by the **School of Marketing**.

Once the learner has reached Gateway and are passed to the End Point Assessment Organisation; the EPAO will have a specific Appeals Procedure in place to meet Ofqual requirements. The learner will be made aware of this procedure as they meet with their assigned End Point Assessor.

<https://qualifications.pearson.com/content/dam/pdf/Support/policies-for-centres-learners-and-employees/End-point-assessment-enquiries-and-appeals-policy.pdf#:~:text=5.1%20The%20Pearson%20Appeal%20Hearing%20panel%20normally%20consists,end-point%20assessment%20series%20in%20which%20the%20appeal%20arises>