

Assessment Appeals Procedure

Purpose

PTS is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our learners and clients, and in particular by responding positively to complaints, and by putting mistakes right.

Grounds for Appeal

The assessor role is to judge the evidence and then decide if the learner is competent or not yet competent. If the learner is unhappy with the assessor's decision or the way the assessment has been conducted, s/he can ask for the decision to be reviewed by the assessor. If this does not resolve the situation the following Appeals Procedure should be used.

Examples of areas where an appeal may be raised are as follows:

- If the learner believes that Professional Training Solutions has not applied our procedures consistently or that procedures were not followed properly, consistently, and fairly.
- If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them; and
- If the learner feels that the premises/environment for assessment has disadvantaged them.

Appeal Process

Step 1

Discuss your concerns with the assessor and present your reasons for appealing their decision. The assessor will provide detailed, objective feedback to support their assessment decision and the specific reasons why the assessment criteria has not been met. If it cannot be mutually agreed between learner and assessor, the outcome of the assessment, then proceed to step 2. You should raise your concerns and disagreement on the assessment decision with the assessor within 10 working days of receiving the feedback and outcome.

Step 2

Fill in the form below to outline your disagreement and areas you feel where correct assessment process has not been followed. This form should be completed in detail with any supporting evidence and emailed to:

Ann O'Rourke – Quality Manager a.orourke@protrain-solutions.co.uk

This should be emailed within 5 working days of completing Step 1.

The Quality Manager will review the Appeal and set up a meeting with the sector Lead IQA to review the evidence. During review the QM and Lead IQA may need to have further discussions with the assessor and learner (separately) to gain a full picture of the circumstances. The QM will write to the learner with their outcome of the appeal within 10 working days of receipt. Should you not be happy and wish to proceed further please go to step 3.

Step 3

The learner must inform the Quality Manager within 2 working days of receiving the outcome from Step 2 if they are not happy. If the learner is unhappy with the decision of the Quality Manager, s/he can request in writing that it be reviewed by the Appeal Panel, which will be

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responsible for making the final decision. The Appeals Panel will respond within four weeks of receiving an appeal.

Appeal Panel

Membership The panel will comprise an independent Chair, an internal quality assurer and an assessor, neither of whom have been associated with the learner. The Quality Manager will arrange for an observer to take notes.

Responsibility an Appeal Panel will meet within four weeks of the learner notifying the Quality Manager that they are not satisfied by the decisions of the internal verifier or the Quality Manager. Once they hear the evidence, they will reach a decision and record it.

Decision

If the Appeal Panel find in favour of the learner, they can recommend one of two things:

1. Either the assessor reconsiders the decision
2. Or another assessor reviews the assessment evidence and assess it for the learner.

When an appeal is unsuccessful, the learner will continue to have access to assessment, however changing the assessor will be discretionary and agreed on the advice of the Appeal Panel in conjunction with the Quality Manager.

A report from the Appeal Panel will be made to the Directors and the Awarding Organisation.

If a learner remains dissatisfied with the outcome of the Appeal Panel the Quality Manager will inform the learner that s/he has a right to appeal to the relevant Awarding Organisation in writing and then onto Ofqual should a further decision be needed.

Recording and monitoring

The Quality Manager keeps a record in which appeals are recorded. S/he will ensure that detailed and accurate records of any appeals are kept in a safe and secure place. The nature and content of appeals at all stages will be monitored so that appeals can be reviewed, and recommendations are made to the Directors in order to resolve consistent difficulties.

The grievance procedure is available to anyone involved with the Centre. It is separate from the Appeal procedure, which relates to the assessment process and decisions only.

If you have any queries about the contents of this policy, please contact the Quality Manager directly on 01252 712945 ext. 608 or email a.orourke@protrain-solutions.co.uk

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Assessment Appeal Record

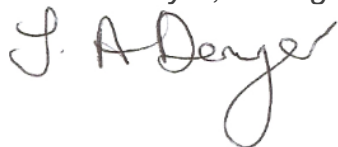
Full Name:	Daytime Phone Number:
Email Address:	
Workplace (if applicable):	

Details of Appeal	
Assessor Name:	
Date of Assessment:	
For the questions below, please give as much detailed information as possible. Please try and include specific dates of communication and attach any additional information to support your appeal, when sending this Appeal request.	
What was being assessed?	
What planning took place before your assessment? Did you know what you needed to do and why?	
How were you assessed? <i>Observation, assignment, professional discussion, written questions, exam, oral questions, other (please state)</i>	
What are the grounds for your appeal?	
Please attach any supporting evidence in an email along with this record. i.e., email communication, feedback received	

Signed by Learner:

Date:

*This Policy has been agreed by
Jackie Denyer, Managing Director*



Date Signed: - 8th August 2023

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