

The following sets out the appeals procedure for The Apprentice and Training Partnership ("The ATP"). This procedure demonstrates the process for raising appeals against an assessment decision that has been made by ATP trainers/assessors for any NVQ/BTEC or internal assessed qualifications. Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the regulations of the programme of learning then they may appeal against the assessment decision using the below methods.

Policy

The ATP will:

- Give learners full opportunity to raise matters of concern without fear of disadvantage.
- Ensure that its procedures are fair and decisions are appropriate and have regard to any applicable law.
- Ensure that learner appeals are dealt with in a timely manner, using simple and transparent procedures.
- Ensure where an appeal is upheld, appropriate remedial action is implemented.

Appeals Procedure

1 Stage 1 ("on-the-spot" solutions)

- If you are still completing your course you must first contact your tutor or assessor (who made the assessment decision) who will ensure that your concerns are dealt with fairly and quickly.
- If you have already completed your qualification and are unhappy with any aspect of the ATP service or have a complaint. Please follow the complaints procedure. A copy of this can be found on the ATP website or by emailing info@theatp.co.uk.
- You should raise your concerns within 7 days of the assessment decision in question. Your tutor will fully investigate your concerns and address accordingly.
- If your appeal would be inappropriate to discuss with the assessor/trainer you may begin with Stage 2.

2 Stage 2

- Contact your IQA with your assessment appeal, **in writing**.
- This can be done via email or, preferably, via OneFile.
- Your IQA will investigate the assessment and your appeal and come back to you within 7 days of raising the appeal with a decision.

3 Stage 3

- If you are not satisfied with the outcome of Stage 2 you will need to raise your concern with the Lead IQA by emailing info@theatp.co.uk or calling 0330 380 049.
- You are likely at this stage to be requested to substantiate your assessment appeal with written factual evidence and/or signed statements from witnesses. This will assist in reaching a speedy conclusion to the assessment appeal.
- The administrative department will monitor the progress of the appeal until the issue has been resolved. A response to your appeal will be sent to you within 28 days.

The Apprentice & Training Partnership

- The investigator will also review any systems, and assessment processes relevant at the appeal, to identify and recommend changes that would prevent a recurrence of similar appeals (preventative action). These recommendations will be included in the company Quality Improvement Plan (QuIP) and actions implemented accordingly.

4 Stage 4 – Appeals

- The learner may appeal against a decision if they regard the assessment appeal as still unresolved.
- The complainant should appeal in writing to their awarding body, following awarding body procedures. You can request a copy of your awarding body and their policy by emailing s.graham@theatp.co.uk Suzanne Graham, Data and Compliance Administrator.

If the learner is unsatisfied with the ATP's decision or handling of an appeal:

- They can write to the North West Education & Skills Funding Agency.
- They can write to Ofqual
- They can follow the ATP Complaints procedure located on the ATP website or request via email info@theatp.co.uk

If a learner is still unsatisfied with the final decision made by the awarding body, they can escalate their complaint or make an appeal to Ofqual, the Qualifications Regulator whose decision will be final.

These processes should only be followed after all stages of the ATP's appeals processes have been exhausted.

Learners should be aware that disciplinary action will be taken if they provide untrue and misleading information or use foul or threatening language in any communication with any employee of the ATP.

If you require an electronic copy of the complaint/appeals form, or require the document in alternative formats such as braille/large print, please email s.graham@theatp.co.uk . Alternatively please complete your hard copy and post to the following address:

Assessment appeal analysis reports are prepared regularly to review trends by cause, site, ethnicity and disability. These reports are submitted to the Board.

The Apprentice & Training Partnership
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This policy should be read in conjunction with:

Equality and Diversity Policy
Safeguarding and Prevent Policy
Malpractice Policy
Complaints Policy and Procedure