

Appeals Policy 2017 - 2019

Introduction

Opps Training delivers vocational training which requires its learners to provide evidence against standards as described by awarding bodies. The evidence is assessed by an Opps' trainer who is qualified to undertake the activity. The judgements made by the trainer are internally and externally quality assured. Learners may also undertake external assessments and tests as directed by the awarding bodies.

To ensure fairness, transparency and an impartial approach in all methods of assessment, Opps will provide its learners with its Appeals Policy which will include the methods of appeal prescribed by associated external bodies.

Aim

To provide support to learners who are concerned about an assessment judgement made by an Opps' trainer or an external body associated with the learners' programme of learning.

Objectives, to:

1. Ensure that all learners are given guidance on the Appeals Procedure at induction
2. Re-introduce the policy to the learner who is concerned about an assessment judgement
3. Give guidance and support to the learner on the procedure to follow when concerned about an assessment judgement made by an Opps' trainer:

3.1 Informal Stage: where the learner should try to resolve the issue with their assessor/tutor first prior to going down the formal route.

3.2 Formal Stage One: where the learner must notify the company in writing of their appeal within 20 working days of receiving their assessment decision and feedback.

3.3 Formal Stage Two: where the Lead Internal Quality Assurer considers the appeal and will make a decision within 15 working days.

3.4 Formal Stage Three: where the Manager of Quality will review previous decisions and all paperwork. The learner may be required to attend a meeting and can bring an advocate with them. A decision will be made within 10 working days and the learner will receive written notification justifying their decision.

3.5 Formal Stage Four: If the learner is still not satisfied by the Centre's decision, then the case will be reviewed by the Awarding Organisation relating to the learner's qualification and their decision will be final. A fee

will be incurred, but returned should the appeal be granted in the learner's favour.

4. Ensure that Opps' concerned learner has speedy and current guidance on external stakeholders' appeals policies.
5. Provide ongoing support to Opps' concerned learner who is resorting to an external stakeholder's appeals policy.
6. Ensure that the processes are confidential, fair, transparent and timely

Evaluation of Impact of Policy

Opps Training evaluates learners' experience of Opps' offer during reviews undertaken by the trainer and at regular intervals through the evaluation process.

Learners are invited to evaluate Opps' practice after induction, at the interim stage and at their exit.

During each evaluation activity learners are asked if they are/aware of the appeals procedure.