



**ASSESSMENT APPEALS AND COMPLAINTS
POLICY (APPRENTICESHIPS ONLY)**

V1

MARCH 2019

Scope

The purpose of this policy outlines the steps that a learner should take, should they not agree with an internal assessment decision made by their tutor/assessor.

Process

Stage 1:

In the first instance, any learner that does not agree with an assessment decision made by their assessor/tutor should, in writing raise this with their assessor. In order for the appeal/complaint to be dealt with, the learner should outline the following:

- Unit title
- Date of assessment
- Reason/rationale as to why they do not agree with the assessment decision

The assessor will then have 14 working days to review and provide feedback to the learner with justifications and their decision.

Stage 2:

Should a learner be unsatisfied with the outcome at stage 1, a second appeal/complaint can be raised with the Internal Quality Assurer. In order for the appeal to be dealt with, the learner should outline the following:

- Unit title
- Date of assessment
- Reason/rationale as to why they do not agree with the assessment decision outcome at stage 1

The IQA will then review the appeal/complaint within 14 days and write to the learner with their outcome.

Stage 3:

The final centre stage of the appeals procedure will involve the Head of Centre Quality (Usually a Director of Accipio) to review the judgements and outcomes of the assessment decision. This process can take up to 30 days, but may take longer depending on the complexity of the appeal/complaint.

This is the final stage of the internal appeals/complaints process.

Stage 4:

If a learner is still unsatisfied with the centre outcome, the final stage comprises of the learner writing to ILM to outline the appeal/complaint. There is a fee associated with this stage (payable by the learner). For more information on this stage, please speak to your tutor or appeals@accipio.com for further information.