



D9 APPEALS AND RESULTS POLICY

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DEFINITION

Accipio aim to ensure that:

- making an appeal is as easy as possible
- the review is conducted in a fair, reasonable and legal manner, ensuring that all relevant information is considered without bias.
- we deal with it as promptly as possible, politely and, when appropriate, confidentially
- we respond in the right way, for example by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken
- we learn from appeals that were upheld and use them to improve our service.

TYPES OF APPEALS

Appeals may be made against a range of issues relating to Accipio decisions. In particular, the results of assessments – decisions made by Accipio or by the ILM Assessment (ILMA) service. It can also include any exams and online test appeals.

SCOPE

This policy provides definitions and examples of appeals and the relevant processes are described.

OUT OF SCOPE

There are some things that cannot be appealed, essentially anything:

- submitted to Accipio more than 30 working days after the key date
- that took place before Accipio received the learner's registration or after the learner's registration period has expired
- involving points of law.

PROCESS FOR APPEALING TO ACCIPIO

Stage 1: Lodging the appeal

For all appeals, the appeal must be emailed to Accipio using appeals@accipio.com. This must include:

- the learners name, address and registration number
- date(s) that notification of Accipio's decision was received
- nature of service and decision in question and, if relevant, title and (if applicable) number of the programme in question
- a clear statement of the grounds for the appeal
- all evidence needed for Accipio to form a judgement (e.g. in the case of an assessment appeal, the learner's submission must be included along with mark sheet(s) and all records of assessment, internal quality assurance and the internal appeal).
- process, contents and outcome of any investigation carried out by Accipio or by the learner

- the appellant's name, position and signature.

Stage 2: Paying the appeal fee and ILM appointment of lead reviewer

Apart from membership appeals (for which no fee is charged), Accipio will then raise an invoice for the appropriate appeal fee (£100). We make this charge to cover the administrative and personnel costs but refund the fee if your appeal is upheld.

Stage 3: Conduct of review involving different Accipio personnel

Once payment has been received, Accipio will appoint a lead reviewer who was not involved in the decision in question. Unless the appeal is challenging the process that was used, the same process will then be followed but using different people. The lead reviewer will consult as necessary with relevant parties and may ask for additional evidence.

Should a face to face to interview be required, the appellant may bring representation to the appeal.

Stage 4: Lead reviewer's findings reported to appeals panel and final decision

Following the review, the lead reviewer will report his/her findings to the Accipio appeals panel.

The appeals panel will comprise a minimum of two members, one of which will be a Director of Accipio.

The appeals panel will make the final decision for Accipio. In most cases, this decision will be binding and there is no further right of appeal. However, learners have the right to escalate their appeal directly to ILM.

Final stage: Communicating the decision

The decision will be communicated to the appellant by an Accipio Director. We will normally provide a response to you within 30 working days of receipt of your appeal fee. If it needs to take longer we will keep you informed.

If Accipio finds in favour of the appellant and overturns the original decision, then we will refund the relevant appeal fee and take all necessary remedial actions, such as securing certificates and correcting records. In the light of the review findings, corrective actions to the relevant processes will be implemented as necessary.

Accipio will keep full records of internal appeals, investigations and actions taken to resolve the issue.

Learners can also appeal directly to ILM (email: customer@i-l-m.com) however we would welcome the opportunity to resolve this with the learner first.

ESCALATING TO ILM

Any appeal can be escalated to ILM and, in the case of assessment of a regulated qualification, can subsequently be escalated to the appropriate regulator.