

## Learner Appeals & Complaints Policy and Procedure v4

### Rationale

All Learners have the right to appeal or complain if they are not happy with the way a National Qualification Framework NQF accredited qualification has been assessed, delivered, or awarded.

What's the difference between a complaint and an appeal?

A complaint is concern about a service, or lack of service, provided by the centre to Learners. An appeal is concern about the assessment decision given by the centre that affects a Learner. Appeals or complaints could be about:

- registration
- assessment
- certification
- equal opportunities
- customer service (this includes administrative procedures)
- quality assurance (this includes moderation and internal and external verification)

### Learners Appeals and Complaints Procedure

The following steps are to be followed if a Learner wishes to appeal against an assessment decision or complain because of any equal opportunity issue:

1. If any learner wishes to appeal against an assessment decision, they must in the first instant report it to their allocated assessor within 5 working days of receiving an assessor decision.
2. If the issue is not resolved within 5 working days from date of appeal, then the issue must be referred to the Internal Quality Assurer (IQA) via the Assessor, who will review the issue and respond to the Learner within 7 working days.
3. If the issue is still not resolved, then it will be referred to Managing Director who will make the final decision about upholding or not and any training requirements for Assessor and/or IQAs. For complaints, the Managing Director's decision is the final stage
4. Should the appeal remain unresolved the learner has the right to escalate the issue to the External Quality Assurer (EQA) from the Awarding Organisation (AO).

### Annex

- A. Learners Appeals and Complaints Form

**Annex A**

<b>Learners Appeal and Complaints Form</b>	
<b>Is this an APPEAL or COMPLAINT?</b>	APPEAL - ✓ / x <span style="float: right;">COMPLAINT - ✓ / x</span>
<b>QCF Title and Level:</b>	
<b>Units of Competence:</b>	
<b>Date of Assessment Decision or incident:</b>	
<b>Training / Assessment Centre:</b>	
<b>Equality, Diversity and Inclusion Issue (if applicable):</b>	
<b>Learner Name:</b>	
<b>Assessor Name:</b>	
<b>Internal Quality Assurer (IQA) Name:</b>	
<b>Managing Director Name:</b>	
<b>Learners Summary of reason for appeal or complaint (Copy of assessment plan and evidence attached)</b>	
<b>TO BE COMPLETED BY THE LEARNER</b>	
<b>Learner Signature:</b>	<b>Date:</b>

**Assessors Summary of situation  
TO BE COMPLETED BY THE ASSESSOR**

**Assessor Signature:**

**Date:**

**Internal Quality Assurer (IQA) comments – Final Outcome and Recommendations or Refer to MD  
TO BE COMPLETED BY THE INTERNAL QUALITY ASSURER**

**IQA Signature:**

**Date:**

**Managing Director (If applicable) – Final Outcome and Recommendations  
TO BE COMPLETED BY THE MD**

Communication Plan:

<b>MD Signature:</b>		<b>Date:</b>	
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