

Appeals policy and process

Regulatory references	I1, I2
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Purpose

The purpose of this policy is to outline the steps a learner or centre must take when submitting an appeal.

Who does this policy/process apply to?

This policy is aimed at centres and learners, who are using, or have used, any of the products or services offered by Innovate Awarding, and want to submit an appeal regarding:

- The results of assessments
- Decisions regarding an enquiry
- Decisions regarding Reasonable Adjustments and Special Considerations
- Decisions relating to any action to be taken against a learner or a centre following an investigation into malpractice or maladministration, or decisions relating to Recognition of Prior Learning
- The way in which a complaint has been handled
- When to use this policy

Appeals can be made by Head of Centre on behalf of the centre or individual learner, or a cohort of learners. Individual learners can appeal provided they have already exhausted the centre appeals process.

The policy

Response times

We will usually acknowledge receipt of all appeals the same day, and definitely within two working days. A decision will be made and communicated to you within a maximum of 21 working days.

Fees

Innovate Awarding charges a fee for an appeal. The amount we charge is detailed within our Fees List, available to download on our website, www.innovateawarding.org

We will only charge a fee if the appeal is not upheld. We do not make any charges for appeals against malpractice decisions, access arrangements, centre approval decisions or other procedural decisions.

Where other learners may be affected by Innovate Awarding decisions

In cases where the result or outcome of an appeal may affect other learners or centres, then appropriate action will be taken dependent upon the nature of the appeal.

This action could include a full review of standardisation procedures or processes, training for Innovate Awarding or centre staff, additional sampling of learner assessments or additional quality assurance support to the centre.

We will always keep learners and centres informed of our actions.

How to appeal

The appeal request must be made within 10 working days of the centre or learner being informed of the decision or outcome.

Learners who wish to appeal their assessment results, or a decision affecting their learning, should either be supported by the centre or have already exhausted the Centre appeals process.

The process

A formal appeal must be submitted in writing to Innovate Awarding using the Centre appeals form or Learner appeals form; copies can be downloaded from our website www.innovateawarding.org

The forms prompt the centre or learner for the information we require and these forms and any supporting documentation should be sent to Innovate Awarding.

By post:

Innovate Awarding
WestPoint
78 Queens Road
Clifton
Bristol
BS8 1QU

Or by email to:

contactus@innovateawarding.org

The appeal will be reviewed by Innovate Awarding's appeals panel.

This panel comprises:

- Quality and Operations Manager
- Business Development and Operations Director
- Managing Director of Innovate Awarding
- Lead EQA (with subject specialism)

Independent person with knowledge of the awarding sector

They will meet to review all the evidence submitted as well as reviewing the procedures followed to ensure we have applied them consistently and fairly and in line with our policy. The Appellant will also be invited to attend the meeting in person.

The panel may ask for additional information or even request a visit to a centre.

The decision of this panel is final, and we will inform the centre or learner as soon as possible, but always within 21 days of receipt of the appeal.

Help and guidance

If you would like to talk to an Innovate Awarding member of staff about any aspect of this policy or process, then please email us at contactus@innovateawarding.org or telephone 0117 314 2800.

Associated policies/documents

- Appeals log
- Enquiries policy and procedure
- Enquiry form - centre
- Enquiry form - learner
- Appeals form – centre
- Appeals form – learner
- Reasonable adjustments and special considerations policy
- Recognition of prior learning policy
- Malpractice and maladministration policy
- Complaints policy
- Complaints procedure