

Enquiries policy and process

| | |
|-----------------------|--------|
| Regulatory References | D4, I2 |
|-----------------------|--------|

Purpose

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

Who does this policy/process apply to?

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

When to use this policy

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

- the results of assessments
- 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 policy

Response times

We will usually acknowledge receipt of all enquiries 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.

Where other learners may be affected by Innovate Awarding decisions

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

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 make an enquiry

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

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

The process

An enquiry must be submitted in writing to Innovate Awarding using the Centre enquiries form or Learner enquiries 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 enquiry will be reviewed by the Quality and Operations Manager. They may come back and ask for additional information or even request a visit to a centre.

We will inform the centre or learner of our decision as soon as possible, but always within 21 working days of receipt of the enquiry.

If a learner or a centre is not satisfied with the outcome of the enquiry then an appeal may be made to Innovate Awarding's appeals panel. Please see our Appeals policy and procedure.

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
- Appeals 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