

The assessment appeals procedure

The assessment appeals procedure is to allow learners to challenge the outcomes of their assessment at the level of a unit if they consider that the assessment has not been carried out properly.

Learners might appeal on a variety of grounds including, for example:

- The conduct of the assessment
- The adequacy of the opportunities offered in order to demonstrate competence or attainment

The outcomes of the appeal may be:

- Confirmation of the original decision
- Instructions that the competence be re-assessed by the same or a different assessor
- A judgement that the evidence presented is an adequate demonstration of competence and a recommendation that the assessment decision be reconsidered

The procedure:

1. If a learner wishes to appeal, the appeal is lodged with the centre manager within 20 days of the learner being notified of the assessment decision
2. The centre manager attempts to find a solution with the learner, assessor, and internal assurer for example through another assessment or reconsideration of the evidence

Failing this

The centre manager sets a date for the appeal to be considered by an appeals panel

1. Notifies the EQA that an appeal has been lodged and gives details of how it will be heard, including the composition of the panel
2. The appeals panel meets to consider the appeal within 20 working days of the centre coordinator receiving the appeal
 - The appeals panel should be small and constituted so as to be objective and independent
 - The panel should ensure that it has full accounts from all parties involved in the assessment
 - No one involved in the original assessment should be on the panel
 - The centre must be able to demonstrate that it can set up a panel which is objective and independent

Signed by learner:		
Print name:		Date:
Signed by Centre Staff:		
Print name:		Date:

Original to be retained by learner, copies to assessor and The Learning Enterprise.

The complaints procedure

Purpose of the procedure

The Learning Enterprise (TLE) has a staged complaints procedure which aims to resolve concerns swiftly and fairly. The purpose of the procedure is to investigate complaints in a way that:

- Encourages informal resolution of issues and concerns if possible
- Is fair and equitable
- Treats complaints with appropriate seriousness
- Use outcomes to improve the learner journey for our apprentices

Scope & responsibility

This procedure covers complaints relating to:

- Any TLE policy, procedure or process
- Academic and support services or facilities
- The conduct or actions of a TLE member of staff
- Misleading or inaccurate information regarding academic programmes, fees, services or facilities

This procedure is **NOT** used for:

- Complaints about academic judgements, examination decisions, academic appeal or assessment outcomes
- Appeals against disciplinary actions
- Whistle blowing

Definitions

TLE uses the following definitions specific to this procedure:

- A complaint is the expression of a specific concern
- 'Days' refers to Monday – Friday
- Timescales specified will be adhered to wherever possible but may be extended during seasonal holiday periods. On these occasions the complainant will be notified

The procedure

Complaints should be made as soon as possible after the events or actions (or omission of actions) which have prompted the complaint. TLE will not normally consider complaints that are made more than 30 working days after the incident or event complained about. In exceptional circumstances, a complaint may be considered outside this timeline.

A complainant may be invited for a meeting as part of any investigation relating to the complaint and may be accompanied by a parent/carer, employer or other representative. Details of any support needs to be declared

prior to any meeting by the complainant.

TLE will make reasonable adjustments, where necessary, to ensure that the complaints procedure is fair, equitable and accessible to all.

Where it is inappropriate or not possible for an apprentice or other stakeholder to make a complaint, this may be done on their behalf by another person, who has a legitimate interest in the complaint and has the complainant's knowledge and written consent. That interest must be made clear to the investigating officer.

Records will securely be held on TLE's system.

The complaints procedure is required to allow apprentices, assessor, internal and external quality assurer and relevant stakeholders to challenge an appropriate aspect of the centres operation.

The process

If a person wishes to complain, the complaint is lodged with the head of apprenticeships within 30 days of the issue arising.

In the first instance the head of apprenticeships will:

- Investigate complaint or appoint investigating officer
- Notify quality lead (TLE) of complaint and resolution and learning shared
- Keep detail records of all parts of investigation

If a complaint remains unresolved then head of apprenticeship must instigate next steps to appeal procedure.



The complaints appeals procedure

The appeals procedure is to allow apprentices who are registered with TLE to challenge the outcome of the complaint. This must be logged with the head of apprenticeships within 20 days of notification of investigation and decision.

The outcomes of the appeal may be:

- Confirmation of the original decision
- Instructions that the competence be re-assessed by the same or a different assessor
- A judgement that the evidence presented is an adequate demonstration of competence and a recommendation that the assessment decision be reconsidered

The appeals panel (quality assurance subcommittee) will be small and constituted to be objective and independent.

The head of apprenticeships will:

- Inform the quality assurance subcommittee (the appeals panel) of complaint within 20 days of start of formal stage
- The subcommittee will ensure that it has full account from all parties involved in the assessment
- No one involved in the original investigation will be on the subcommittee
- Notify the outcome of the subcommittee decision to the apprentice and or appropriate representative

TLE provides a system to support those making the complaint and the complaint documentation should be as simple as possible and should preferably be a pre-printed form.

External appeal

If the complaint remains unresolved after appeal, TLE can provide the appropriate external contact, including

awarding organisations or funding body details, in order for an external appeal to be made.

Contact should be made to apprenticeships@hcrqcaregroup.com for relevant details. Before this is done, all stages of the complaint's procedure must have been exhausted.

Contact information

Apprentices can take advice and support from TLE either prior to making a complaint or during the complaints process at: Director of Operations TLE.

The Learning Enterprise, Farnham Hospital, Hale Road, Surrey, GU9 9QL

Signed by learner:		
Print name:		Date:
Signed by Centre Staff:		
Print name:		Date:

Original to be retained by learner, copies to assessor and The Learning Enterprise

Apprentices and Employers can contact the apprenticeship helpline regarding apprenticeship concerns, complaints and enquiries:

National Apprenticeship Helpline

email: nationalhelpdesk@apprenticeships.gov.uk

Tel: 0800 015 0400

If having followed TLE's complaints and appeals process as described in the apprenticeship handbook, the complainant remains unsatisfied they can contact the ESFA who will check that TLE handled the complaint properly. The ESFA can't make a training provider change their decision.

Details in the link below.

[Complaints about post 16 education and training provision funded by ESFA - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

