

Procedure Name	Appeals Procedure
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Procedure Owner	Head of Education & Head of Skills
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Current Version	1

Contents of this procedure / process document

Section		Page No
1	Purpose	2
2	Details	2
5	Links to any Policies	2

Revision History

Version	Type	Date	Notes
1	Replacement	February 2023	New documentation for procedures introduced
2	Review	01.08.24	Links updated with AI policy
3			
4			
5			

Purpose

WS Training operates within the requirements of teaching, learning and assessment to abide by the contractual agreements with all Awarding Organisations (AO). It is necessary to have an appeals procedure to ensure learners can challenge assessment decisions where they disagree with the Tutor's assessment decision.

In the event of the learner wishing to make an appeal the following stages are recommended. It is intended that learners will be made aware of the Appeals Procedure at the beginning of their programme of learning.

Details

1	Stage 1 The Learner should first talk their Tutor/Assessor to try and resolve problem through discussion.
2	Stage 2 If no solution can be found the Learner should submit a written appeal to the Internal Quality Assurer (IQA) within 10 days of the assessment decision.
3	Stage 3 The IQA should carry out an investigation, sample the evidence and inform relevant parties of the outcome within 10 days of receipt of written complaint.
4	Stage 4 Once the above stages have been covered and the learner still wishes to take the appeal higher, they can now request that WS Training's Head of Education / Quality and Skills reports the matter to the AO. We are duty bound to ensure that any complaints are passed on to the relevant AO. This request must also be in writing and the Centre Coordinator should forward to AO within 5 days of receipt. Please be aware that there may be a charge which would be refunded if the appeal is successful.
5	Stage 5 The AO will expect a payment to be made within 5-days of the complaint being made. The AO will allocate the complaint to a suitable External Quality Assurer to make a final decision on the assessment decision

Links

WS Training Artificial Intelligence (AI) Policy

WS Training Internal Verification (IQA) Policy

WS Training Internal Verification Quality Manual/process

WS Training Malpractice and Maladministration Policy