



BUILD SKILLS APPEALS POLICY



It is the policy of Build Skills, to inform all individuals who are engaged on any of our learning programmes, of their right to appeal against any unfair decisions or actions made by their Development Coach or the Internal Quality Assuror, throughout their learning journey.

Types of Appeal

- Direct appeal by a Learner
- Centre appeal on behalf of a Learner
- Centre appeal about a decision made by the External Quality Assuror
- Centre about a decision made by the Awarding Organisation

Learner Appeal

A Learner Appeal is defined as a request by a Learner for a review of a decision or action taken by a Development Coach or Skills Coach or Internal Quality Assuror or External Quality Assuror which they believe is unfair.

Centre Appeal

Build Skills may appeal on behalf of a Learner. A Centre Appeal is defined as a request by a centre for a review of a decision, made by an External Quality Assuror or any other Awarding Organisation representative who is believed to have disadvantaged the Learner.

The procedure is as follows:

- The individual learner should inform the assessor of any disagreement with decisions that have been made within 7 days. This must be in writing.
- The assessor will then seek to address the nature of the complaint amicably and quickly, through a series of discussions with the individual, within one week of the complaint being logged.
- If unresolved, the appeal will be passed to the Lead Internal Quality Assuror who will aim to resolve the issue.
- If the problem remains unresolved, it will be the right of the individual candidate to log an appeal to the relevant Awarding Organisation.
- Acknowledgement of receipt of appeals will be made within the award bodies appeals notification timeframes.
- The individual will also be provided with information and contact details for City and Guilds, GQA and CITB appeals processes.
- Below is the listed GQA Appeals policy for Review –



GQA SPECIFIC APPEALS

1. Policy scope and purpose

Everyone has the right to appeal if they believe a decision is incorrect. This policy describes the stages and procedures that will need to be followed if:

Centres: (Build Skills is a Centre with GQA)

- ☐ dispute the outcomes from external quality assurance activities on assessment sampling.
- ☐ contest decisions or sanctions following malpractice or maladministration investigations.
- ☐ disagree with decisions about reasonable adjustment or special consideration applications.
- ☐ object to decisions or sanctions related to the GQA Centre Agreement.

Learners:

- ☐ may contest the outcome of the Centre's internal appeals process regarding assessment results.
- ☐ may submit an enquiry concerning an examination result if they believe that the marking was incorrect.
- ☐ may appeal a decision to void an assessment.

This policy covers appeals from learners and/or centres regarding;

- ☐ Assessment decisions where the appellant feels GQA did not apply procedures consistently or properly
 - ☐ Assessment decisions made by GQA
 - ☐ GQA decisions concerning centre applications to offer qualifications
 - ☐ Contents of centre monitoring reports
 - ☐ GQA decisions to decline requests for reasonable adjustments or special considerations
 - ☐ Sanctions/actions applied following verification visits or malpractice/maladministration investigations, or decisions to amend results following such investigations
 - ☐ GQA decision following investigations into complaints about centres
 - ☐ Inconsistent application of procedures or failure to follow procedures properly and fairly
- Important Note: GQA will not hear appeals where centre approval has been removed.

Appeals Process -

Stage 1

The candidate should raise the issue with their tutor during or at the end of an assessment session or within 7 days of receiving the assessment decision.

The tutor must reconsider the reason underpinning their decision and provide clear feedback. If the tutor upholds the original assessment decision, then the candidate must be provided with full information describing what is required to demonstrate their competence. This should be provided in writing* and relate specifically to the standards relevant to the assessment decision.



* If the candidate is unable to use the forms or there is a barrier to writing information on the appeals form, other appropriate substitute methods can be adopted e.g. dictation to another person helping the candidate with the appeal.

Stage 2

If the candidate remains unhappy with the decision, the candidate should then complete an Appeals Form (see attached). This form should be sent to the Assessor.

The Director will review all evidence and assessment records in order to consider the appeal. A decision should be made within 5 working days and the candidate and tutor must be informed orally and in writing using the appropriate section of the Appeals Form.

If the candidate is dissatisfied with the decision, the appeal can proceed to stage 3.

Stage 3

The third and final stage involves the right of appeal to the Assessment Appeals Panel.

If the candidate remains unhappy with the Stage 2 decision, the candidate should then complete the Stage 3 section in Appeals Form (see attached). The form should be sent back to the Director. The Director with responsibility for Quality Management will then pass all records to the Centre Coordinator. The Centre Coordinator will convene an Appeals Panel consisting of, for example:

- Operations Manager
- A different tutor
- Line Manager
- An independent tutor

Both the candidate and tutor will be invited to make their case to the panel. The panel will reach its decisions within 10 working days. Results of the Appeals Panel will be final. Details of the appeal will be made available to the External Verifier.

The awarding body will be involved with information supplied by the External Verifier. The External Verifier is charged with ensuring the integrity of the process and is able to provide advice, but s/he shall not be involved in the appeals process itself either as a panel member or arbitrator.

The awarding body will respond to direct requests from candidates, trainees, advocates, and employers seeking advice on making an appeal.

If the centre's appeals procedure has been exhausted and the candidate is still dissatisfied, s/he can make a final appeal to the awarding body.

The appeal will be forwarded to GQA Qualifications within 10 working days ensuring all relevant assessment document/s are provided along with the documentation currently required, information on this can be obtained from the Centre's appointed



GQA will review all relevant documentation and review the process carried out by the centre.

The GQA's appointed EQA will be made aware of the status of the appeal. The outcome of the appeal will be made know to the Centre Co-ordinator and person making the appeal in writing within 20 working days of receiving the relevant information, with a full explanation of the reasons for the decision. If the decision cannot be reached within 20 working days, GQA will write to the persons involved with the appeal, explaining why it is not possible to reach the decision within the timescale immediately, then providing a clear plan of action as to how and when the situation will be resolved. if there is agreement the appeal does not continue.

Stage 4

The candidate has the right to raise a complaint to the appropriate Regulatory Authority, contact details will be supplied by GQA within 5 working days.

GQA Contact –

info@G-Q-A.com

01142720033

<https://gqaqualifications.com/contact/>

Candidate Signature:

Date:

Assessor Signature:

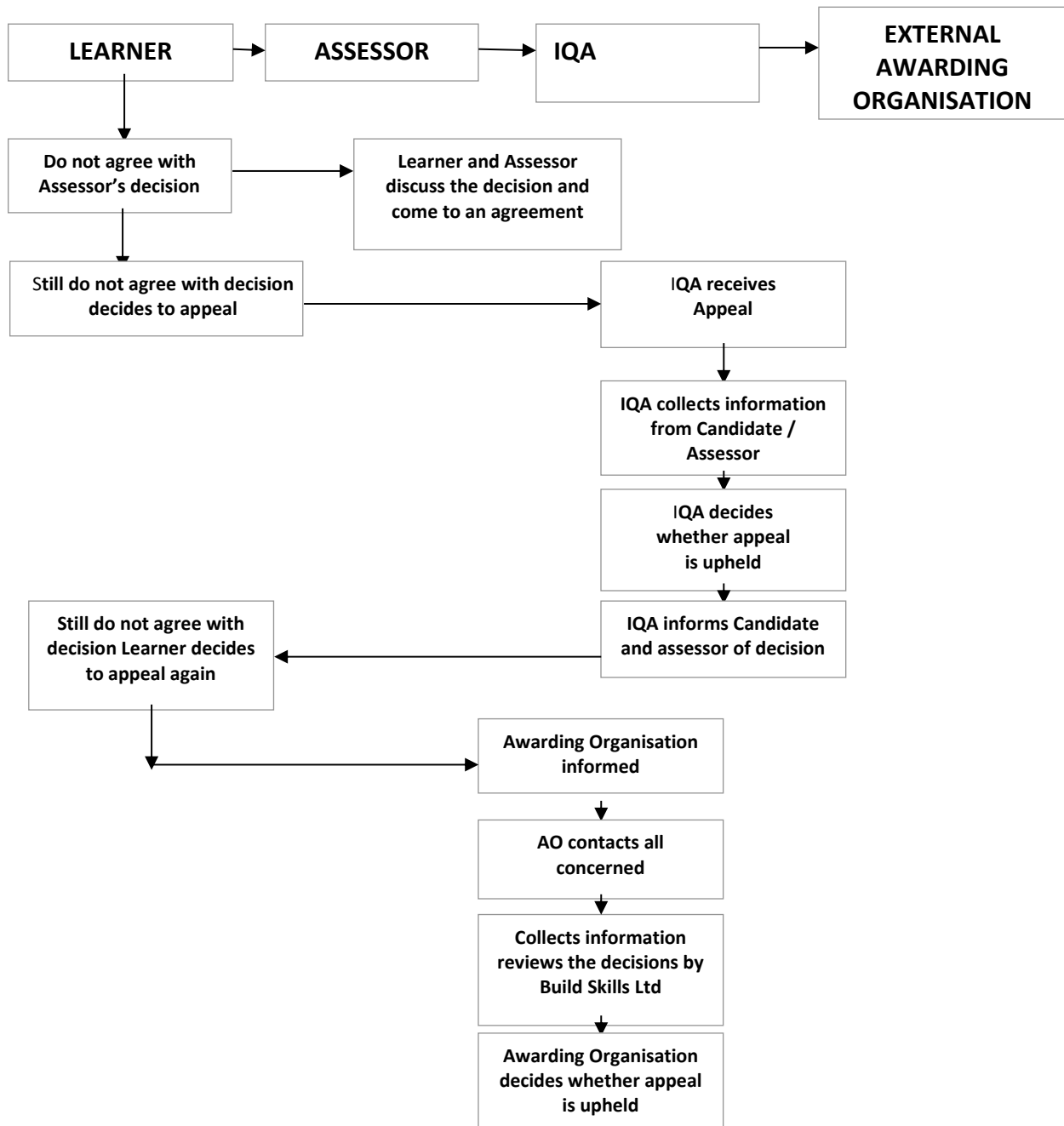
Date:

Internal Verifier Signature:

Date:



BUILD SKILLS LTD - APPEALS PROCEDURE



I confirm that I have read and understood the appeals procedure -

Learner signature:

Date: