



56-60 Nelson Street  
London  
E1 2DE  
T: +44 2070 183700  
M: info@i-access.uk  
W: www.i-access.uk

## **Appeals Policy and Procedures**

### **Scope of the Appeals Policy**

This policy is provided for iAccess customers, including learners and staff members who are using or delivering the courses and qualifications that offer.

### **Location of the policy**

This policy is available for all staff members, third parties and learners to access.

### **Communication of the policy**

It is important that staff involved in the management, delivery, assessment, and quality assurance of qualifications and learners undertaking these qualifications, are fully aware of the contents of the policy.

### **Review of the policy**

iAccess will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by awarding organisations or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

### **Policy Statement**

All learners have the right to challenge the outcomes of their assessment decisions, if they consider the assessment has not been carried out properly. Learners might appeal on a variety of issues.

These issues may include the following: -

- Conduct of the assessment
- Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements.
- The opportunities offered in order to demonstrate competence of attainment.
- Access to assessment
- Process of assessment
- Access to Internal Verification
- The handling of an appeal
- Administrative issues e.g. failure to register/apply for certification



56-60 Nelson Street  
London  
E1 2DE  
T: +44 2070 183700  
M: info@i-access.uk  
W: www.i-access.uk

## Statement of Principle

This policy is in place to enable iAccess learners to enquire, question or appeal against an assessment decision. iAccess will aim to reach an agreement with a learner at the earliest opportunity, regarding any appeals that are made.

iAccess will ensure that:

- Internal assessments are conducted by members of staff who have appropriate knowledge, understanding and skills in this area.
- Assessment evidence provided by learners is produced and authenticated according to the requirements of awarding organisations for the subject concerned.
- The consistency of internal assessment will be maintained by internal verification and standardisation.

If a learner wishes to appeal, the appeal must be lodged in writing with the relevant iAccess staff member within 7 working days of the learner being notified of the assessment decision. The relevant staff member will then attempt to find a solution with the learner, assessor/tutor, and internal verifier.

Any iAccess staff member undertaking an appeal investigation must be independent from any assessment decisions made as part of a learner's qualification.

The relevant iAccess staff member will acknowledge the appeal within 2 working days of receiving it. iAccess staff member will investigate the appeal. Investigations may include undertaking interviews with any relevant parties.

The learner will be informed of the investigation outcome and decision within 10 days of the appeal being lodged (this may be extended, depending on the nature of the appeal). If the staff member feels the appeal is to be upheld, the learner will be notified of this in writing, within 2 working days of completion of the investigation.

The relevant procedures will be followed to ensure the learner's assessment decision is changed to show the correct mark and/or decision.

If an appeal from a learner is upheld by the centre staff member, any lessons learners from the investigation will be reviewed by iAccess. Any staff member involved in the appeal will be offered suitable training, if appropriate. The outcome and action plan from all appeal will be dealt with on an individual basis.

If an appeal is not upheld, the learner making the appeal will be given a written explanation detailing the reasons for the appeal not to be upheld.

If the learner is not satisfied with the appeal decision made at iAccess, the learner can instruct us to contact the respective awarding organisation in order to escalate the appeal. In this regard, iAccess will follow and comply with the respective awarding organisation's Appeals Policy.



56-60 Nelson Street  
London  
E1 2DE

T: +44 2070 183700

M: [info@i-access.uk](mailto:info@i-access.uk)

W: [www.i-access.uk](http://www.i-access.uk)

All documents relating to an appeal must be saved and stored securely at iAccess, and we will give access to any information or documents regarding any appeals, when requested by the awarding organisation.