

Happy Ltd Appeals Procedure Policy

This policy outlines the procedure to follow if you have a complaint or wish to appeal against an assessment or end point assessment decision or grading made by Happy Ltd or the Awarding Organisation.

All complaints and appeals will be treated fairly and impartially in line with our Equality & Diversity Policy.

All complaints and appeals will be responded to 28 days.

All Learners have the right to challenge the outcomes of their assessment if they consider the assessment has not been carried out properly.

Learners might appeal on a variety of issues listed below:

- Access to fair and reliable assessment
- Clear and prompt response times
- Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements
- Constructive feedback
- Process of assessment
- Access to Internal Quality Verification
- The handling of an appeal
- Administrative issues e.g. failure to register/apply for certification

Stage 1: Assessor and Learner

Where a candidate disagrees with the assessment given, he/she must explain the reasons for this with the assessor concerned, as soon as possible. In the circumstances this will be immediately after receiving the assessment decision. The assessor must consider the candidate's explanation and provide an immediate response through:

- A clear explanation/reiteration, as appropriate, of the assessment decision following a re-evaluation of the evidence.
- Completion of Section 1 of the Candidate Appeal form.
- Amendment of the Candidates Assessment Record, if appropriate.

If the candidate agrees with the decision, then the appeal need not proceed further.

Where the candidate remains unhappy with the decision reached, the appeal must proceed to Stage 2.

Stage 2: Internal Quality Assurer Consultation

The assessor concerned must forward the original assessment record and candidate's evidence and the candidate appeal form (section 1 complete) to the internal Quality Assurer. The Internal Quality Assurer will review the assessment decision. This will normally involve an evaluation of:

- The candidate evidence and associated records
- The assessor's rationale for the decision
- The opinion of another assessor
- The opinion of the candidate

In doing so the internal Quality Assurer will complete Section 2 of the Candidate Appeal Form and provide the candidate with the reconsidered decision within 10 working days of receiving the appeal.

If the candidate disagrees with the decision, the internal Quality Assurer must inform the External Quality Assurer that there is an unresolved appeal. The External Quality Assurer will review the evidence from Stage 1 and Stage 2 and provide the candidate the reviewed decision in approved timescale. Where the candidate remains unhappy with the reconsidered assessment decisions, the appeal should proceed to Stage 3.

Stage 3: External Quality Assurer Consultation

Where candidates remain unhappy with the decision made at Stage 2 they will have the right to forward their case to the responsible bodies EQA or delegate. The Internal Quality Assurer concerned at stage 2 must forward relevant details to the appropriate party. These should include:

- Candidate Appeal Form – appropriate sections completed

- Assessment Record Sheet(s)
- Any written comments of the Internal Quality Assurer (perhaps providing background details)

Records of all appeals are to be recorded and made available to authorised persons upon request

Following stage 3, the appeal will have been appropriately and rigorously considered. The stage 3 decision will be final, and the centres complaint procedure should not be used to further a protest.

Apprentices undertaking standards will be awarded a grade as part of the end point assessment. Each Awarding Organisation has its own grading matrix and appeals process. When the Awarding Organisation is agreed, we aim to provide the grading and appeal process for the chosen Awarding Organisation to all Employers and Apprentices. All grading and assessment appeals should be addressed directly with the linked Awarding Organisation.