

P67 Learner Appeals Procedure

Stage 1

Learner requests informal discussion with their tutor/learning coach to discuss the reason of dissatisfaction. Where the Learner feels based on this discussion that they will seek a formal appeal against an assessment decision, the tutor/learning coach will inform the Learner of the procedure to be adopted.

Stage 2

The Learner must submit a formal written request for re-assessment to the Internal Quality Assurer for the programme. This should clearly indicate the Learner's reasons for making the request.

Stage 3

The Internal Quality Assurer will investigate the evidence presented by the Learner to determine whether to recommend that assessment by another tutor/learning coach should take place. The Internal Quality Assurer will notify the Learner of this decision within 5 working days of receiving the written request. The Learner may at this stage decide whether to proceed with re-assessment.

Stage 4

In arranging for the Learner's work to be re-assessed, the Internal Quality Assurer will arrange for this to be undertaken "blind" by another tutor/learning coach who will not be aware of the previous tutor/learning coaches decision or the specific points which have led to the re-assessment.

Stage 5

The Internal Quality Assurer will review the second assessment decision within 5 working days of the decision being made and, if in agreement with the second tutor/learning coach, they will confirm the result to the Learner. If the Internal Quality Assurer is not in agreement with the second tutor/learning coach's assessment, the evidence and the comments of both tutor/learning coaches and the Internal Quality Assurer shall be passed to the Quality Manager for a decision.

Stage 6

Where the Learner is still not satisfied with the outcome of the decision, they have the right to submit a re-appeal directly to the Quality Director, their e-mail address will be supplied by the tutor/learning coach on request. At this stage, the Quality Director may refer the re-appeal to the External Quality Assurer.

BCS learners have the right to appeal to BCS within 20 days of the assessment if unhappy with the outcome of the appeal.

Learner's will be kept informed at each stage of the progress of their appeal.

Awarding bodies are required to publish information on its appeals arrangements on their website.

Teacher assessed grades

Learners have the right to appeal against their Teacher assessed grades. It is unlikely that an appeal will be made based on the robust process that TCHC has put in place to avoid such occurrences. However, this appeal process will be made available to all learners.

An example of an appeal ground would be that Learners who believe that an error has been made in determining their grade will have the right to appeal as well as Learners that feel the grade applied is unfair and they have evidence to prove this.

Learners must make a Teacher assessed grade appeal within 5 working days of receiving their result.

Appeals must be made in writing to the Core Skills Quality Manager, Kim Kitchener kim.kitchener@tchc.net in the first instance who will review the appeal and investigate it within 5 working days of receipt.

Should the Learner find the result of the Teacher assessed grade appeal unsatisfactory, they can re-appeal in writing to the Quality Manager, Sam Johnson samantha.johnson@tchc.net within 5 working days of the outcome received.

Should the Learner find the result of the Teacher assessed grade re-appeal unsatisfactory, the Quality Director, Claire Jeens claire.jeens@tchc.net must be notified by the Learner in writing within 3 working days of receiving the re-appeal outcome. The Quality Director will then notify the Awarding Body and submit the evidence for review.

I have read and understand the appeals procedure above:

Learner signature:		Date:	
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Document History

Reference No	Version	Date	Author	Classification	Review Date
P67	1	22/01/2018	Mark Williams	Unclassified	22/01/2019
P67	1.1	22/01/2019	Claire Jeens Sam Johnson	Unclassified	22/01/2020
P67	1.2	22/01/2020	Claire Jeens Sam Johnson	Unclassified	22/01/2021
P67	1.3	11/11/2020	Claire Jeens	Unclassified	22/11/2021
P67	1.4	15/04/2021	Claire Jeens	Unclassified	15/04/2022