

Appeals Policy

1. Policy Statement

The Appeals Policy and Procedure is designed to allow learners to appeal against any assessment decision they consider unfair, enabling them to enquire, question and if required facilitate their right of appeal to the awarding body (OCN London) for a review. GSS aims to protect the interests of all learners and the integrity of the qualification; and therefore seeks to adhere to a standard assessment process that is transparent, just and equal for all.

This policy provides a comprehensive statement of the principles and processes that govern Appeals at GSS. It establishes principles, processes and good practice in all aspects of the management of Appeals. It is, therefore, an essential reference point for Internal Verifiers, Quality Managers, Assessors, and course teams.

A copy of this policy will be provided to all learners and discussed during Induction. Written records will be kept of all Appeals. At any stage any Learner can seek the support of an advocate or friend to assist in dealing with an Appeal.

2. Grounds for Appeal

A Learner has grounds for appeal if they feel:

- The Assessment decision is incorrect, invalid, unreliable or inconsistent
- The Assessment was not conducted in accordance with the approved qualification regulations
- An administrative error occurred at some stage of the assessment process
- The Assessment process was not conducted with fair and open access
- The Assessment or teaching methods are inappropriate
- That they have been treated unfairly or unjustly

If any learner is dissatisfied with their Trainer/ Tutor's assessment decision relating to the above grounds they should follow the Learner Appeals procedure, outlined below:

3. Appeals Procedure

- **Stage 1 Query:**

If a Learner does not agree with the decisions of the Trainer / Tutor the Learner should raise the issue directly with the Trainer / Tutor in an informal manner and provide any supporting evidence. Following the query the Trainer / Tutor must re-consider the reasons for the decision and provide clear feedback. If the Trainer / Tutor up-holds the original Assessment decision, they must provide the learner with full written information describing what is required to demonstrate their competence specifically relating to the standards of Assessment within 7 working days.

- **Stage 2 Appeal:**

If the Learner is dissatisfied with the outcome of their query and it cannot be resolved informally they can make an Appeal by writing (via email or a letter) to the Programme Manager at GSS within 14 days of the date of the response to their Stage 1 query. They should explain the grounds for the Appeal and attach any new information or evidence. The Programme Manager at GSS will log the Appeal and it will be investigated and re-assessed against the standards set by the Awarding Body and a decision will be given to the Learner and Tutor / Trainer within 14 days of receipt of the Appeal in writing.

- **Stage 3: Investigation:**

If the learner remains dissatisfied with the Appeal Assessment decision made by the Programme Manager, they have the right to contact the Awarding Body and request that they investigate the matter further. Details of the awarding body can be obtained from the Programme Manager at GSS.

4. Monitoring and Reviewing this Policy

This policy will be reviewed in response to changes in legislation and within the setting of awarding body requirements. As a minimum this policy will be reviewed annually and objectively and any changes made will be disseminated to all staff equally.



Sonia Benjamin-Leach (Director)
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