Learner Appeals Policy And Procedure

1. Appeals

For courses which include assessment, this Policy sets out how an assessment decision can be appealed.

- Any individual or organisation that is affected by an assessment decision made by Jill Webb Training (JWT), Assessors working for JWT is eligible to take advantage of the appeals process
- This Policy only applies to courses run by JWT or Associates which are assessed courses

1.1 Learner Appeals

Appeals may be made regarding areas of concern from learners, including but not limited to:

- Administration and assessment errors
- Perceived discrimination
- Request for reasonable adjustments or special considerations
- Failure to consider any special circumstances
- Decisions relating to malpractice or misconduct

Learners are strongly recommended to informally pursue any appeal, enquiry or grievance by making a telephone or email enquiry to JWT before following formal systems, as many appeals can be resolved satisfactorily through these informal means.

There is a time limit for making appeals of three weeks from course completion. There is a time limit of a further three weeks for JWT to review this appeal.

Disagreement with an assessment judgement is not normally grounds for an appeal. JWT Assessors follow strict criteria when making their assessment decisions in accordance with the Awarding Organisation (AO) assessment specifications.

Appeals generally fall into the following broad categories:

a) Administration error - perhaps a mistake in recording results
b) Assessment error - perhaps using criteria other than those specified in the qualification
c) Discrimination - the method of assessment was not fair and reasonable under the circumstances, or the Assessor was biased or prejudiced
d) Decisions regarding reasonable adjustments and special considerations

1.2 Specific Point of Contact for any Appeal

Please contact Jill Webb – jill@jillwebbtraining.co.uk or mobile 07808 277525.

1.3 Summary of Appeals Process

The full appeals process is summarised below. It is anticipated that most queries will be resolved informally by JWT with a minimum of delay. Where an appeal is made the following process will be followed:

a) Discussion will take place to clarify the decision under dispute
b) The first stage will be an informal dialogue to review the context and criteria of the decision
c) If informal methods of resolution are unsuccessful then a formal appeal in writing can be initiated by the affected individual
d) Upon receipt of an appeal, Jill Webb will contact and discuss the assessment decision with the course Assessor and review all available and relevant evidence
e) Reference may be made to the AO for guidance, if specialist expertise is required
f) Once an investigation has taken place and a decision reached, the person making the appeal will be informed of decision and any subsequent actions by the Centre
g) Where the decision remains unchanged or the affected individual is dissatisfied, the learner may refer directly the AO using their Appeals Procedure
h) All learners have the right to raise a complaint to the external regulators of the qualification they are enrolled upon regarding their appeal. If learners are not satisfied with how their appeal has been handled by the AO, then learners may also refer a complaint to the appropriate external national regulator Ofqual or SQA accreditation
Ofqual – www.ofqual.gov.uk
SQA Accreditation – accreditation.sqa.org.uk

Note: Regulators will scrutinise JWT and the AO against their published procedures.
THE REGULATORS CANNOT OVERTURN ASSESSMENT DECISIONS OR ACADEMIC JUDGMENTS

1.4 Monitoring, Reporting and Evaluating Appeals Decisions

Learners' appeal enquiries will be dealt with within three weeks as stated above. Should the result of an appeal call into question the accuracy of other JWT results, then each questionable result will be investigated by the Centre Manager. Appropriate and proportionate action will then be taken which may include:

a) An increased level of scrutiny in the relevant area
b) Support and training for the Assessor
c) Reporting to our AO/Body

A log will be kept of all appeals as set out in Appendix A.

1.5 Personal Interest

All appeals decisions made by JWT will follow these published procedures and will be taken by individuals who have no personal interest in the decision(s) being appealed.

1.6 Appeals Against JWT Decisions for Specific AOs

Details are set out in Appendix B.

This Policy will be reviewed every three years or earlier if a change in legislation, working practices or feedback from clients or partners necessitates.
This Policy was reviewed and updated in August 2024.
As at the annual review in August 2024, no appeals had been received.

APPENDIX A
Appeals Log

DATE APPEAL RECEIVED	DATE RESPONDED TO	BRIEF DESCRIPTION	OUTCOME	LEARNING

APPENDIX B
Awarding Organisations

JWT works with the following Awarding Organisations.

They can be contacted as below:

ITC First
Tranquility House
Harbour Walk
Hartlepool
TS24 0UX
admin@itcfirst.org.uk

Certified courses are quality assured by CPDUK.

If you have any concerns about processes in relation to CPDUK courses they can be contacted at:
The CPD Certification Service Limited
The Coach House
Ealing Green
London
W5 5ER
info@cpduk.co.uk