

Aim:

- To enable a candidate to enquire, question or appeal against a decision
- To attempt to reach agreement between the candidate and the awarding body, at the earliest opportunity
- To standardise and record any appeal against a decision to ensure openness and fairness
- To facilitate a candidate's ultimate right of appeal to the regulator, where appropriate
- To protect the interests of all candidates and the integrity of the awarding body

In order to do this, safeagent will:

- Inform the candidate at induction, of the appeals policy and procedure
- Record, track and validate any appeal
- Inform the candidate of their ultimate right of appeal to the regulator, where appropriate
- Keep appeals records for inspection for a minimum of 18 months
- Have a staged appeals procedure
- Take appropriate action to protect the interests of other candidates and the integrity of the awarding body
- Monitor appeals to inform quality improvement

Principles:

- The appeals policy should be explained to all candidates at the earliest opportunity
- Candidates who have concerns about the outcome of an assessment should, in the first instance, discuss the matter with the Head of Learning & Development [HoLD]. If they wish to take the matter further, they should do so through safeagent's appeals procedure (see below)
- We only communicate with the candidate unless they have provided written authority for us to communicate with someone else on their behalf

Grounds for Appeal:

Candidates are able to submit an appeal for the following reasons:

- Appeals against an assessment decision
- Appeals against the outcome of a Reasonable Adjustment or Special Considerations request, and
- Appeals against a decision made following a malpractice investigation

[NOTE: staff members wishing to appeal a decision following a malpractice investigation must refer to the Appeal Process within the safeagent Disciplinary Procedure]

Procedure:

Stage One

- Candidates wishing to appeal should do so in writing, to the Head of Learning and Development [HoLD] within five working days of the event. Appeals submitted outside of this time frame will not be accepted
- The appeal can be submitted via our online form, which can be accessed [HERE](#)
- The fee for submitting an appeal is £60.00 inclusive of VAT and will be refunded if the appeal is upheld
- The HoLD will investigate the appeal by reviewing all relevant documentation (including any internal or external assessment policies where appropriate), and will seek to resolve the matter
- The investigation should be completed within fifteen working days of the appeal being lodged
- Whilst the decision may be relayed orally, it must be supported by a formal letter detailing the decision and the reasons for that decision
- The candidate should also be notified of the right of a further appeal to the CEO acting as the Responsible Officer [RO]
- The HoLD and RO should retain copies of all relevant documentation

Stage Two

- In the event of a further appeal to the RO, s/he will investigate the matter, interview the candidate and others as necessary, and respond formally within fifteen working days of the second appeal being lodged
- The RO will specify the reasons for their decision in writing. They will also inform the candidate of their right to appeal to the Designated Board Member for Awarding Organisation functions [DBM]

Stage Three

- In the event of a further appeal to the DBM, they will investigate the matter, review all the evidence and re-interview staff/candidate if appropriate. The DBM will respond formally within ten working days of the third appeal being lodged
- The DBM will specify the reasons for their decision in writing.

Further Appeal

- Should any candidate remain dissatisfied with the outcome at Stage Three, they have the right to have their appeal referred to an external consultant with appropriate experience in the field
- The consultant will be appointed by safeagent and is completely independent of the organisation
- The consultant will be remunerated for their time and expenses and are not employed by safeagent or connected to any boards or any other part of the business

Guidance Notes

- Where an appeal may lead to changes on the awarding body's formal candidate assessment record then the Examinations Officer will be informed immediately by the DBM, both about the lodging of the appeal and its ultimate outcome
- A candidate making an appeal may be supported by a friend or colleague at all meetings and interviews
- There is no further stage of appeal, but a candidate may submit a complaint to Ofqual about the way we have dealt with the appeal

This policy will be reviewed in January 2024 by the HoLD.