

### 1. Appeals Policy & Procedure Background

- 1.1 This policy applies to all Quelltex training programmes. It can be read in conjunction with all other policies on our site: <https://www.quelltex.co.uk>
- 1.2 An assessment decision appeal is a request from a learner to revisit an assessment decision which they consider has disadvantaged them in some way.
- 1.3 This policy sets out our commitment to learners who wish to enquire, question or appeal against an assessment decision.

### 2. Appeals Policy, Our commitment

- 2.1 We will show transparency and fairness in our assessment practices by allowing anyone who feels this is not achieved the right to appeal.

### 3. Our procedures

- 3.1 We provide our training and assessment staff with the expertise needed to comply with this policy and related procedures.
- 3.2 Provide our learners with details of how to appeal an assessment decision. This includes:
  - contact details of a named representative
  - the timescales for any investigation to be undertaken
  - the timescales for the outcome to be communicated
  - the process to follow if the outcome is deemed to be unfair, including the ultimate right of appeal to the CAA.
- 3.3 Clear, consistent and transparent procedures for learners to enable them to enquire about, question or appeal an assessment decision, including requests for reasonable adjustments or special consideration.
- 3.4 Quelltex will provide information to learners at induction and prior to each summative assessment, regarding the contents of this policy and related procedures.
- 3.5 We will ensure that any appeal is recorded and documentation is retained for a minimum of 18 months following the resolution of the appeal.
- 3.6 Quelltex will maintain confidentiality of any learner information related to an appeal.
- 3.7 We will take appropriate action to protect the interests of other learners and the integrity of the training, when the outcome of an appeal questions the validity of other results.

## **Appeals Policy and Procedure**

3.8 We will monitor our compliance with this policy by collecting data through learner and employee applications, feedback and outcomes.

### **4.1 Obtaining Forms**

4.0 Appeal Against an Assessment Decision Form, can be requested from the Quelltex administration manager or from the trainer of the course the candidate is attending. Our trainers carry a copy of our Appeal against Assessment Decision Form at all times so that they can be ready to help any candidate should they request it.

### **5. The Appeal Procedure, Stage 1**

5.1 The learner is responsible for initiating the appeal procedure.

5.2 An appeal must be made within seven days of receiving feedback on a summative assessment by use of the appeals form or by email. There will then be an informal discussion between the instructor/assessor and learner.

5.3 The discussion must take place within seven days of the request.

5.4 A note of the discussion must be maintained by the instructor/assessor.

5.5 If the issue is not resolved, move to Stage 2.

### **6. Stage 2**

6.1 The learner is responsible for initiating the second stage of the appeals procedure:

6.2 The learner must complete the Appeal Against an Assessment Decision Form and submit to a Quelltex Administration Manager within seven days of the informal discussion.

6.3 A member of the administration team and the Managing Director, will review the assessment. If the Managing Director has already reviewed the assessment as part of the sampling process, the appeal should move to Stage 3.

6.4 The Managing Director, will complete the Appeal Against an Assessment Decision Form and respond to the learner and instructor within seven days of the appeal.

6.5 The learner acknowledges the recommended outcome and signs the form. If resolved, no further action is required. If unresolved move to Stage 3.

### **7. Stage 3**

7.1 The appeal is now escalated to the CAA with information sent to [avsec.training@avsec.caa.co.uk](mailto:avsec.training@avsec.caa.co.uk)

## Appeals Policy and Procedure

### Change Control Record

Revision Number	Date	Changes summary	Approved by
V.019a	10 Sep 2019	Initial document preparation	Paul Quellin
V.020a	27 Jan 2020	Reference to specific individuals at stage 2	Paul Quellin
V.020b	19 Feb 2020	Paragraph numbering changed, CAA e-mail address added at 7.1	Paul Quellin