



## **APPEALS POLICY AND PROCEDURE**

Gryphon Safety and Security is committed to providing a fully comprehensive service to learners in the area of assessment and internal quality assurance. We aim to protect the interests of learners at all times and offer the following information:

- all learners must be assessed against the agreed and criteria
- assessment decisions must be made by assessors who are trained, and have gained or are in the process of working towards an approved and recognised qualification, such as; the Certificate in Assessing (Vocational or Work Based) Competence, or A1/A2 (D32/33) Assessor Awards

It is recognised that in exceptional circumstances, a learner may wish to appeal against recommendations or decisions relating to assessment. Our appeals policy and procedure aims to ensure that all assessment is conducted fairly and in line with specified requirements as laid down by the relevant awarding body.

Any appeal made by a learner should be made within 20 working days of exhausting the centre's own internal procedures (laid out below). Any appeal made after this time may not be heard unless there are exceptional circumstances.

### **Grounds for Appeal**

- assessments were not conducted in accordance with the approved centre regulations
- an agreed reasonable assessment adjustment proved to be insufficient
- medical or other extenuating circumstances arising during the assessment process which affected the learners performance (written evidence from the assessor or GP must be provided)
- irregular or inappropriate behaviour on the part of the assessor

### **Appeals Procedures**

Stage 1 – Learners should make the appeal through their assessor in the first instance. The appeal should be made to the assessor as soon as possible after the assessment, preferably on the same day, but within 5 working days is acceptable. If the appeal is unresolved, the learner should be advised of the next stage for appeal, and must be escalated within 5 days of the learner receiving the assessor's decision.

Stage 2 – If the learner is dissatisfied with the outcome of the initial appeal, they should escalate the appeal to the Centre's Internal Quality Assurer (IQA). The learner will be notified of the IQAs decision within 10 working days of the learner escalating the appeal process to the IQA

Stage 3 – If the learner is not satisfied with the outcome of Step 2, an appeal should be made in writing by the learner directly to the relevant Awarding Body. The Centre will provide you with contact details for the awarding body.

Stage 4 – If the learner is not satisfied with the outcome of the written appeal to the Awarding Body, they can contact the relevant qualification regulator. Contact details for the qualification regulator will be provided by the Centre on request.

### **Learner appeals**

It is important the learners are aware of the following information:

- It is extremely difficult to investigate appeals without impartial evidence. Therefore, appeals against referrals in practical teaching based solely on the learner's disagreement with the assessor's decision will only be considered when accompanied by a video recording, or if there is sufficient supporting evidence from an internal quality assurer.
- The learner has the right to video any aspect of their assessment using their own recording equipment provided it does not interfere with the assessment process, other learners or the assessor's ability to carry out their role(s).
- It is the responsibility of the learner to arrange a video operator.
- It is the responsibility of the learner to notify the centre where their assessment is taking place of any medical problem which may affect student performance adversely in the assessment process, so that a decision can be made for deferral, prior to the assessment date.
- The learner is responsible for any costs incurred during the appeals process. However, should the appeal be upheld in favour of the learner, all costs will be reimbursed to the learners account.

*Original signed*

M Adey

Managing Director