

# Appeals Policy

## Maximus UK - Skills

30 October 2020

Maximus UK - Skills is an entity within Maximus UK and as such all colleagues are required to adhere to Maximus UK overarching policies and strategies.

As part of the assessment process, every learner has the right to appeal any assessment decision should they disagree with the decision made by their Trainer/Coach. The Appeals Process is a key Awarding Organisation requirement, and all learners should be made aware of their rights from the start of their qualification.

### Induction

It is vital all learners are made aware of the appeals process as part of their induction. Copies of the process and reporting documentation can be found at the front of all learner workbooks and within the resource banks on their e-Portfolio. It is the responsibility of the Trainer/Coach to explain the process fully and make the learner aware of how to locate the documentation.

### Teaching, Learning and Assessment

Throughout the delivery of all learning programmes, the Trainer/Coach must review the appeals process with the learner so they are aware of their right to appeal should they disagree with any assessment decisions made and ensure they know where to locate a copy of the process and supporting documentation.

Learner understanding of the appeals process will be monitored as part of observations of teaching, learning and assessment, through learner forums and learner surveys.

### The Appeals Process

#### How to make an appeal

The Learner Appeals Process has four distinct stages. At the final stage the awarding bodies decision will be final.

#### Stage 1 Informal Appeal

- If the learner is unhappy with an assessment decision, they must inform their Trainer/Coach verbally or in writing within 5 days of the assessment.
- The Trainer/Coach will respond to the learner's query and record any discussions or agreed actions.
- If the learner is happy with the outcome no further action will be taken.

## **Stage 2 Formal Appeal**

- If after 28 days, the learner is not happy with the actions taken by the Trainer/Coach as part of stage 1 they can escalate their appeal to stage 2. The learner must complete the appeals template and inform their trainer/coach of their wish to progress to stage 2.
- The learner should submit the appeal to the Quality Monitoring Officer (QMO) for review.
- The QMO will review the appeal and the evidence in question. The QMO will then contact the Trainer/Coach to discuss the assessment decision and the discussions held with the learner to date.
- The QMO will make an independent assessment decision on the evidence and will provide a formal report.
- The QMO will contact the learner and discuss the actions taken and their decision, including the reasoning behind the decision.
- If the learner is happy, the appeal template will be updated and closed as complete.
- If the learner is not happy, the appeals template should be updated with actions taken and the appeal is escalated to stage 3.

## **Stage 3 Escalation**

- If after 28 days, the learner is not happy with the actions taken by the QMO as part of stage 2 they can escalate their appeal to stage 3.
- The learner should submit the appeals template to the Quality Manager for review.
- The Quality Manager will review the appeals template, the evidence and all assessment decisions undertaken. The Quality Manager will also speak to the QMO to review discussions held to date.
- The Quality Manager will make an independent assessment decision on the evidence in question and will provide a formal report on this.
- The Quality Manager will contact the learner and discuss the actions taken and the decision made including the reasoning behind the decision.
- If the learner is happy, the appeals template will be updated and closed as complete.
- If the learner is not happy, the appeals template should be updated with the actions taken and the appeal is escalated to stage 4.

## **Stage 4 Awarding Organisation Escalation**

When the appeal is to be escalated to stage 4 it is important the learner is reminded there is an administration fee required by the Awarding Organisation. This is payable by the learner. If the appeal is upheld, the Awarding Organisation will refund this fee. The size of the fee is dependant on the Awarding Organisation.

- If, after 28 days, the learner is not happy with the actions taken by the Quality Manager as part of stage 3 they can escalate their appeal to stage 4.
- The learner should inform the Quality Manager of their wish to appeal to the Awarding Organisation. The Quality Manager will contact the Awarding Organisation and inform them of the appeal.
- The Awarding Organisation will forward the appeal to the appropriate External Quality Assurer which will follow the organisation appeals process.
- The Awarding Organisation will provide a report on their decision following their review of the evidence and appeal. This will be communicated to the learner and Quality Manager.

If the learner is not satisfied with the Awarding Organisation decision, they can escalate their appeal to the appropriate Qualification Regulatory Organisation. Guidance on this will be provided by the Quality Manager upon request.

Owner: Quality and Curriculum Team  
Created Date: 21st August 2018  
Last Reviewed Date: 30<sup>th</sup> October 2020  
Next Review Date: October 2022  
Version: 2