

Learner Appeals Procedure

The appeals procedure is for learners who are unhappy about an assessment and award process.

The procedure set's out:

- The purpose of the policy/procedure
- Who is it intended for
- Who own's it
- When it will be reviewed

The procedure is detailed below:

For all Assessments:

- Learners who are unhappy with any aspect of the assessment and award process should first discuss their problem with their Training Provider representative or the Centre Manager. The reasons for dissatisfaction must be made clear by the Learner at this time.
- Creative Process Digital will keep a record of such discussion together with the date and outcome.
- If a learner is not able to resolve the appeal with Creative Process Digital, then he/she has the right to appeal to the Awarding Organisation. This maybe done via a Creative Process Digital representative or the Centre Manager or direct to the Awarding Organisation in writing. For learners studying towards a BCS qualification appeals must be made to BCS within 20 days of the assessment.
- During any stage of the Appeals Procedure, the learner is entitled to be represented or accompanied, should they wish.

For Manual Marking:

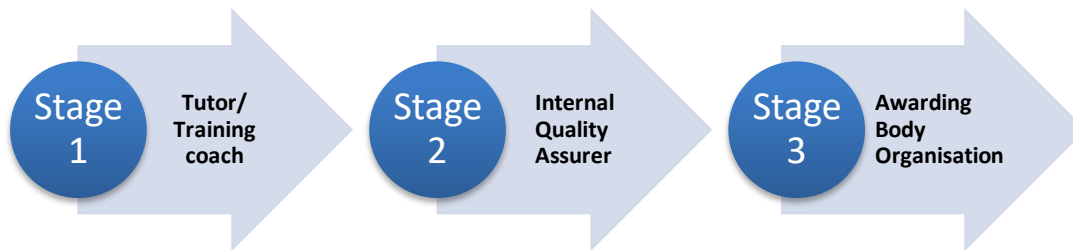
- Where necessary the assessment will be re-marked.
- If this does not provide satisfaction the Learner may raise a formal appeal in writing to the Centre Manager, outlining clearly the circumstance of the appeal.
- If required the assessment will be re-marked again, any aspects of the Learner's performance during the assessment taken into consideration.
- In some circumstances the Learner may be offered a free re-test (e.g. hardware of software problems).

For Automated Assessment:

- Assessments are undertaken using automated testing software which has been approved. In the event of a Learner raising a complaint the assessment report that will have been produced by the system will be fully discussed with the Learner.
- An action plan will be agreed and a further assessment date scheduled. In some circumstances the Learner may be offered a free re-test (e.g. if there had been hardware or software problems).

For Evidence Based Assessment:

If a learner is unhappy with an assessment decision, they should use the following procedure:



Stage 1

The learner appeals directly to his/her tutor/training coach within 3 working days. The appeal must be made in writing and clearly indicate the points of disagreement, reasons and refer to the evidence in the portfolio, which the learner believes meets the requirements. The tutor/training coach will make a decision within 7 working days.

Stage 2

If the learner is not satisfied with the assessor's decision, they can then appeal to the Centre Internal Quality Assurer (IQA) within 5 working days. This appeal must be in writing, but does not have to repeat the detail provided at Stage 1 as all documentation will be passed to the IQA. The IQA will make a decision within 5 working days.

Stage 3

If the learner is not satisfied with the IQA's decision, they can appeal to the Awarding Organisation. This appeal must be accompanied by copies of all documentation used in Stages 1 and 2. The Awarding Organisation will acknowledge receipt of the appeal once the appeal fee and Learner Appeals form has been received. The appeal will be directed to the relevant team for the investigation to take place. Please note that results can go down as well as up following the investigation or re-mark. The awarding organisation will aim to provide the learner with the outcome of the appeal within 20 working days. The outcomes of any appeal against a decision may be either to uphold the appeal or to reject it. If the awarding organisation does not believe there is a valid case for the appeal the learner will be given the reason for the decision. The awarding organisation will inform the learner of the decision in writing.

Awarding Organisation Contact Details

Awarding Body	Phone	Email
BCS	01793 417 417	customerservices@bcs.uk
Aim Awards	01332 861 999	enquiries@aimawards.org.uk

This policy will be kept up to date, will be reviewed at least annually and is signed by Creative Process Digital's Director of Operations

Chris Wood
CEO