



APPEALS POLICY AND PROCEDURE

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1. PURPOSE

To ensure that Internal Assessment Policy and Procedures is applied fairly and consistently to provide learners with a clear framework within which they can appeal against assessment decisions.

2. DEFINITION

Assessment Appeal is the formal process through which learners may dispute the final assessment judgments or outcomes made by the assessor.

3. SCOPE

This policy is applicable to assessment candidates, their assessors and moderators of assessment outcomes.

4. POLICY APPLICATION

The company will allow all learners the right of appeal against decisions relating to the Internal Assessment Policy and Procedure.

Learners may appeals against assessments results based on the following grounds:

- Unfair assessments
- Victimization by the assessor
- Inappropriate assessments
- Discrimination
- Failure to prepare a learner for assessments
- No feedback is provided to the learner

5. PROCEDURE

Stage One:

A learner should engage with staff to exhaust all informal means of resolving issues before progressing to a formal appeal. These steps should be initiated within 5 working days of receiving notification of the assessment decision.

Stage Two:

- A learner who wishes to make a formal appeal against the decision should submit the appeal in writing within 10 working days of being informed that Stage One has not been resolved to the learner's satisfaction.

- The letter of appeal will be sent to the relevant Assessor and will state clearly the basis of the appeal and any personal circumstances that the learner wishes to be considered. New evidence to support the appeal may be included.
- The centre will be available to support and assist the learner in drawing up a letter of appeal.
- The Assessor will give written acknowledgement of receipt of the letter of appeal, normally within 3 working days.
- An appeal hearing will be held to give the learner the opportunity to personally discuss the basis of the appeal.
- The learner may choose to be accompanied by a representative or friend. No legal representation will be allowed.
- The appeal will be considered by a nominated panel within 10 working days of receipt of the letter of appeal. In circumstances where 10 days is inappropriate, this period may be extended by mutual agreement.
- Membership of the hearing will comprise the Manager, the relevant assessor and one other member of training staff.
- The decision of the panel will be confirmed in writing by the Manager to the learner within 5 working days of the hearing.
- If the appeal is not resolved to the learner's satisfaction, the learner may move to Stage Three of the procedure.

Stage Three:

- The learner should submit a letter detailing the basis of the appeal to the Manager within 5 working days of receipt of the outcome of Stage Two.
- The Manager will give written acknowledgement of receipt of the letter of appeal, normally within 3 working days.
- The appeal will be considered by a nominated panel, which will meet normally within 5 working days of receipt of the letter of appeal. In circumstances where this is inappropriate, this period may be extended by mutual agreement.
- Membership of the panel will comprise the Manager and one other member of staff.
- The decision of the panel will be confirmed in writing by the Manager to the learner within 5 working days of the meeting.
- The decision of the appeals panel is final.
- The Manager will report annually to the Training/Facilitating Staff on the nature and outcomes of formal appeals.

6. COMMUNICATION OF POLICY

Learners will be informed of the Assessment Appeals Policy through the Induction/Orientation and Tutorial processes.

7. EVALUATION AND REVIEW

The policy will be evaluated on a regular basis and reviewed once a year.

8. DOCUMENTATION

- An approved master copy (hard-copy) of the Assessment Appeals Policy
- An electronic copy of the Assessment Appeals Policy
- A signed circulation list of employees that received the Policy.

APPENDICES

- Assessment Appeal Form

All Nations Outreach Christian Council

ASSESSMENT APPEALS FORM

I (full names) _____ the undersigned; Identity

Number _____ hereby lodge a dispute and therefore appeal against the outcome of the assessment for the following unit standard as assessed.

Unit standard title

Level

Credits

SAQA ID

My appeal is based on the following reasons:

Signed by the applicant on this ____ day of _____ 2008.

Signature

FOR OFFICE USE ONLY

Received by _____ on this ____ day of
_____ 2009.

Company stamp