

ENQUIRIES AND APPEALS POLICY

1. Scope

This policy applies to all **SkyPeople Training** training and assessment activities. It should be read in conjunction with all other policies, particularly:

- SPT Equity, Diversity & Inclusion Policy
- SPT Malpractice and Maladministration Policy
- Data Protection Policy
- SPT Complaints Policy

These policies are included within this submission. **SkyPeople Training** will hereafter be annotated 'SPT'.

2. Definitions

This policy sets out our commitment to clients and learners who wish to enquire, question or appeal against any decision relating to a learner's assessment results.

An **enquiry** relates to an initial check and review of the administration of a learner's submission; that the marks were processed correctly; all parts of the assessment were included in the summing up etc.

An **appeal** is a request from a client or learner to revisit a learner's assessment decision which they consider is disadvantaging to the learner. An appeal is a formal process, and is divided into 3 stages, outlined below.

3. SPT commitment

SPT will show transparency and fairness in our assessment practices by allowing anyone who feels this has not been achieved, the right to appeal, and to clearly explain the pathway to the Appeal Process.

4. SPT procedures

- SPT will provide our training and assessment staff with the expertise needed to comply with this policy and related procedures.
- SPT will provide our stakeholders with details of how to appeal an assessment decision. This will include:
 - 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 relevant oversight body (panel).

- SPT will have clear, consistent and transparent procedures for clients and learners to enable them to enquire about, question or appeal an assessment decision, including requests for reasonable adjustments or special consideration.
- SPT will ensure this information is available to clients and learners via the SkyPeople Training website.
- SPT will ensure that any appeal is recorded, and documentation is retained following the resolution of the appeal.
- SPT will maintain confidentiality of any learner information related to an appeal in line with our GDPR commitments.
- SPT 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.
- SPT will monitor our compliance with this policy by collecting feedback from clients and learners and periodically reviewing outcomes.

5. Process Stages

Stage 1 – Initial Enquiry

The results enquiry service includes a check of all processes and procedures that lead to the issue of results. It does not include a review of the original marking. The learner is responsible for initiating the appeal procedure either themselves, or with a request to their employer (our client) in writing to initiate an enquiry. The client will then contact SPT to open an enquiry.

- An enquiry that may lead to an appeal must be submitted within seven days of the training and assessment, using the Appeals Application Form provided at the end of this policy, or by email. At this time there will then be an informal discussion between the Head of Training or an SPT manager and the learner
- The discussion must take place within seven days of the enquiry being initiated and a record of any outcome must be sent to the client by email or by using the Appeals Application Form.
- A record of actions undertaken must be maintained by the SPT Head of Training.
- If the issue is not resolved, move to Stage 2 Formal Appeal.

Stage 2 – Formal Appeal

The learner is responsible for initiating the second stage of the appeals procedure either by themselves, or with a request to their employer (our client), in writing, to initiate the second stage:

- The client or learner must complete the Appeals Application Form and submit to the SPT Head of Training within seven days of the informal discussion of Stage 1
- SPT Head of Training (or their delegate) reviews the assessment.

- SPT Head of Training (or their delegate) completes an assessment review on the same Appeals Application Form, responding to the client or learner within seven days of receiving the formal appeal notification.
- The client or learner has seven days to acknowledge/accept the recommended outcome. If resolved, no further action is required. If unresolved move to Stage 3 Panel Review.

Stage 3 – Independent Review

The convening of an independent review is organised on an as-required basis and notice is required to book the relevant parties. This may incur a charge.

Process

- The appeal is escalated using the same form.
- The relevant body for oversight of Stage 3 Appeals is an Independent Reviewer, who is not connected to SPT in any capacity. The independent reviewer must be competent to make a final decision with no personal interest in the outcome of the appeal. Depending on the nature of the appeal, a subject specialist who has not been previously involved, or an independent expert will be used to make the decision.
- The Independent Reviewer's decision is final and the client and learner will be informed of the outcome of the review.

Decision to Uphold the Appeal

- If the appeal is regarding an assessment decision, the review will confirm whether the assessment result of the learner who is the subject of the appeal.
- The Head of Training will write to the client and learner to advise that the appeal has been upheld and to advise of the result of the appeal.
- Following a change in the result, SPT will then investigate why this happened and how to improve, including further standardisation training if necessary.

Decision to Reject the Appeal

- Following the decision to reject the appeal, the review will confirm that the grade/result originally awarded will stand.
- Head of Training will write to the client and learner to advise that the appeal has been rejected by the panel and that the original grade/result given will still stand.



CCTO APPEALS APPLICATION FORM

This form should be completed by the client or learner wanting to appeal against an assessment decision or raise any other issue during their training and assessment activity with **SkyPeople Training (SPT)**.

Name:	Date:	Training Event:	Name of Training Instructor:
Are you appealing against an assessment decision?			
Yes <input type="checkbox"/> No <input type="checkbox"/>			
Please give details below:			
Please state details of the enquiry/appeal including persons present, location and date:			
Signature:		Date of Signature:	

Name and Title of SPT Investigating Manager:	
Summary of information obtained:	
Outcome of issue/appeal:	
Next step:	
Please list any additional evidence that you will include (optional):	
SPT Investigating Manager Signature and Title:	Date of Signature:
Client and Learner acknowledgement	
I have received the details of the investigation and outcome of the appeal.	
<input type="checkbox"/> I accept the recommended outcome of enquiry/appeal.	
<input type="checkbox"/> I wish to progress my enquiry/appeal to an independent panel.	
<input type="checkbox"/> I have included attached evidence (if applicable)	
Signature:	Date of Signature: