POLICIES AND PROCEDURES DOCUMENT				
DOCUMENT TITLE: Appeals Procedure				
This Document is Relevant for:	**DENTAL** ☑	**EARLY YEARS** ☑	**FUNCTIONAL SKILLS** ☑	**ADMIN** ☑
Document Author:				
Is this policy document new or revised / or has minor amendments? **If Yes, please state the reason for the amendments?**				
VERSION NUMBER : ***(if applicable)*** V3 – April 2025 V2 – August 2024				
Associated Documents:				

Date of Approval: **April 2025**	**Review Date:** April 2026
SIGNED OFF BY: **NAME: John Turner**  **SIGNATURE:**	

All learners have the right to appeal against an assessment decision that they disagree with. The process for appeal is laid out below and must be explained fully to the learner by the Assessor.

Stage 1

If there is a difference of opinion between the Assessor and the learner, the Assessor should endeavour to resolve the situation to the satisfaction of both parties. If this is not possible the learner must officially notify the Internal Quality Assurer (IQA) relevant to the qualification or Lead Internal Quality Assurer within 10 days of the disagreement.

Stage 2

The IQA will deal with the disagreement within 10 working days of receiving the letter of notification of disagreement.

Stage 3

The IQA will hold separate meetings with both learner and Assessor and will:

A) Request a second assessment/opinion
and/or
B) Reassess the evidence and give feedback on the decision to both parties.

Stage 4

If the IQA upholds the decision and the learner is still unhappy then the learner can appeal to the External Quality Assurer (EQA) for re – examination of the appeals procedure and an investigation of the situation.

Stage 5

The EQA will investigate the situation and examine the evidence. The EQA will also notify the learner of the decision in writing.

Stage 6

This process can continue to regional and national verification levels where the decision taken will be final.

Any learner has the right to appeal for reasons of:

- Discrimination
- Assessment Decisions
- programme Quality

The first point of contact should be with the appointed programme Assessor.

If the situation is not resolved by the Assessor to the learner's satisfaction, or the learner does not wish to involve the programme Assessor, the appeal should be made in writing to John Turner within 10 days of the disagreement. If the issue is still not resolved to the learner's satisfaction, the appeal should be referred to the Awarding Body.

The Centre will investigate the appeal and respond to the learner within 10 working days of receiving the written appeal.

If an agreement cannot be reached through ASA Training Ltd the learner has the right to appeal in writing to the Awarding Body.

SENIOR BUSINESS MANAGER – John Turner John@Asatraining.co.uk 01604 871340
External Quality Assurer (EQA) – NEBDN – Bethany Mulchinock – 01772 429917
External Quality Assurer (EQA) – C&G – Kushalya Devi – 01924 930801
Internal Quality Assurer (IQA) - Claire Nithiananthan - iamclairehauxwell@gmail.com

Examinations

A learner has the right to query the result of an examination or a centre marked assessment. This should be made in writing to ASA Training Ltd.

ASA Ltd can make an Enquiry that allows the centre to question the following decisions made, that could result in an Appeal:

- Examination results for multiple choice examinations
- Qualification (Approval Risk) Status
- An Awarding Body have not followed their own rules (policies)

Full details of the Enquiries and Appeals Policies for Awarding Bodies can be found on their relevant web sites.
www.cityandguilds.com
www.nebdn.org

Learner Signature: .....Date: .....