

Appeals Procedure Policy

Effective Date: 01/08/2024

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Policy Owner: John Parker

1. Introduction

As an Accredited Assessment Centre, Creative Alliance is committed to ensuring that all learners are aware of their right to challenge an assessment decision with which they are dissatisfied. This Appeals Procedure provides a clear process for learners to follow if they wish to appeal an assessment outcome.

Learners may wish to appeal for various reasons, including but not limited to:

- Unsatisfactory feedback from the Development Coach, leading to confusion about why the learner is not yet regarded as competent.
- Belief that the Development Coach has misjudged their competency or failed to consider important evidence.
- Concerns about the number of opportunities provided to demonstrate competency.
- Perception of discrimination during the assessment process.

2. Stage 1 – Appeal to the Centre

If a learner is dissatisfied with a decision regarding their competence, they have the right to appeal directly to the Development Coach who conducted the assessment. The learner should first discuss the matter with their Development Coach, explaining their reasons for considering an appeal. If the learner is not satisfied with the response from the Development Coach, they should proceed to Stage 2.

3. Stage 2 – Formal Written Appeal

If the matter remains unresolved after the initial discussion, the learner must submit a formal written appeal to the Development Coach within 28 days of the assessment. The appeal should clearly outline:

- The specific points of disagreement with the assessment decision.
- The evidence within the portfolio that the learner believes meets the Performance Criteria and/or knowledge requirements for demonstrating competence.
- The Development Coach is required to provide a written response to the appeal within 10 working days, offering a clear judgement and justification for their decision.

If Creative Alliance is unable to resolve the appeal to the learner's satisfaction, the learner has the right to escalate the appeal to one of the following awarding bodies with which Creative Alliance works:

LG01-LG02, Zellig, Gibb Street,
Digbeth, Birmingham, B9 4AT

0121 753 0049

info@creativealliance.org.uk
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- BCS (British Computer Society)
- Aim Awards
- Occupational Awards
- Accelerate People
- BIOR (British Institute of Recruiters)
- 1st for EPA
- IPA (Institute of Practitioners in Advertising)
- Pearson

Appeals must be submitted to the relevant awarding body within 20 days of the assessment date. The appeal should be directed to the appropriate quality team or department at the awarding body.

Upon reviewing the appeal, the awarding body will communicate their decision to the appellant, which may include:

- Amending the original decision based on the new evidence or rationale provided.
- Upholding the original decision.

If the learner remains dissatisfied, they can request an independent review conducted by someone unaffiliated with Creative Alliance or the awarding body.

4. Appeal to the Internal Quality Assurer (IQA)

If the learner is not satisfied with the outcome of the appeal to the Development Coach, they may escalate the appeal to the Internal Quality Assurer (IQA). This appeal must be in writing and should include the original appeal documentation and the Development Coach's judgement.

The IQA will reassess the evidence and provide a written judgement to the learner within 10 working days, stating the justification for the decision. The possible outcomes of this reassessment are:

Confirmation of the original assessment decision.

- A recommendation for the learner to be reassessed by the original Development Coach.
- A recommendation for the learner to be reassessed by a different Development Coach.
- A requirement for the original Development Coach to reconsider the evidence presented, potentially leading to a revised decision.

5. Appeal to the Awarding Body

If the learner is still dissatisfied after the IQA's decision, they may escalate the appeal to the relevant Awarding Body, such as BCS, Aim Awards, Occupational Awards, Accelerate People, BIOR, 1st for EPA, IPA, or Pearson. The Awarding Body will arrange for an Appeals Panel to review the case. The panel will consider all evidence and determine an appropriate outcome.

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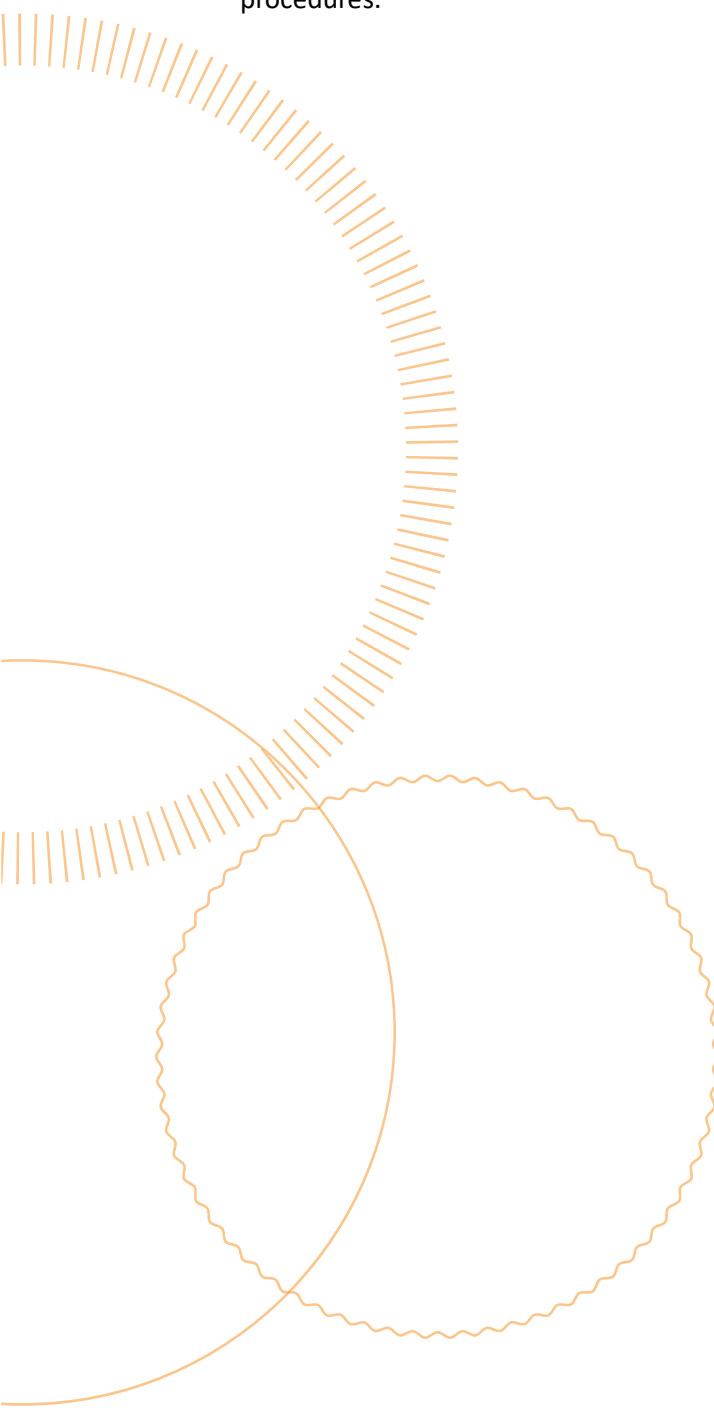
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Please note: The decision of the Appeals Panel is final.

6. Escalation to Ofqual

If the learner remains unsatisfied with the decision made by the Awarding Body's Appeals Panel, they may escalate their appeal to Ofqual, the regulatory body for qualifications, examinations, and assessments in England. Ofqual will review the case in line with their procedures.



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