



**VARSITY**  
TRAINING

Professional  
Health Care Education

# Appeals Policy and Procedure

Updated: May 2023



T: **01934 808591** E: **enquiries@varsitytraining.co.uk**  
Pure Offices, Pastures Avenue, St Georges, Weston-Super-Mare, BS22 7SB  
**www.varsitytraining.co.uk**

Company number: 9508899 Registered address: 253 Henleaze Road, Henleaze, Bristol BS9 4NQ

## Definition

We aim to give everyone an excellent experience when dealing with VT, so we welcome your comments, suggestions and feedback about the service you have experienced. Although many issues can be dealt with less formally, this policy provides a formal route for dealing with an VT decision with which you disagree.

### We aim to ensure that:

- making an appeal is as easy as possible
- the review is conducted in a fair, reasonable and legal manner, ensuring that all relevant information is considered without bias.
- we deal with it as promptly as possible, politely and, when appropriate, confidentially
- we respond in the right way, for example by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken
- we learn from appeals that were upheld and use them to improve our service.

## Types of Appeals

**Appeals may be made against a range of issues relating to VT decisions:**

- Results of assessments – decisions made by VT or by the awarding body
- service for a regulated qualification
- An awarding body External Verifier's decision(s) in external quality assurance (EQA) of Centre assessed learner work
- VT's decision to decline a request for reasonable adjustments, special considerations, or for the use of a language other than English, Welsh or Irish

## Scope

This VT policy is provided for two purposes. Firstly, it guides you in how to approach VT. It provides definitions and examples of appeals, and the relevant processes are described.

## Out of Scope

There are some things that cannot be appealed, essentially anything:

- Submitted to us more than 30 working days after the key date (depending on the nature of the appeal, e.g. after completion of an internal appeals procedure; or after the EV has reported EQA decisions; or after the result has been sent to the Centre from the awarding body).
- that took place before the awarding body received the learner's registration or after the learner's registration period has expired
- that is or should be dealt with under an employer's disciplinary or grievance procedure
- involving points of law.

## Policy Overview

The VT internal appeals procedure should be followed first. However, learners do have the right of appeal directly to the awarding body. For a fee you can ask them to have that submission independently re-assessed.

The internal appeals procedure must state clearly:

- the stages in the procedure
- exactly what can be appealed and any matters out of scope of the procedure
- to whom, or to which position in the Centre/Provider, the person wanting to appeal should refer their issue
- what form the appeal should be in, e.g. letter, pro-forma or email
- any time limits for lodging an appeal and the timescale for the Centre to respond
- the objective and independent process the Centre will use to investigate and respond to the appeal – possibly an appeals panel, consideration by a named individual, or some other appropriate alternative
- any support or representation the appellant may bring to the appeal
- how the Centre notifies the appellant of the outcome
- the written records and evidence the Centre keeps and for how long
- a reminder that any appeal can be escalated to C&G's and, in the case of assessment of a regulated qualification, can subsequently be escalated to the appropriate regulator

Full records must be kept of internal appeals, investigations and actions taken to resolve the issue. You should normally exhaust your own policy before escalating to the relevant awarding body.

## Procedure

Where a candidate disagrees with the assessment given they must discuss this with the Assessor concerned as soon as possible. In all circumstances this should be done within 5 working days of receiving the assessment decision.

### Stage One: Assessor and Candidate

The Assessor will consider the Learner appeal and provide a response through:

1. Clear explanation/reiteration (as appropriate) of the assessment decision following re-evaluation of the evidence.
2. Amendment of the candidate's assessment record, if appropriate.

Feedback will be given to Learner within one week of receiving the appeal. The candidate will then have access to:

1. Any correspondence between the centre and the Awarding Organisation relating to their internally assessed work;
2. Information, if available at the time of appeal as to whether their work was sampled by the Awarding Organisation;
3. Relevant Awarding Organisation procedures for the conduct of internal assessment.

If the candidate agrees with the decision provided, then the appeal need not proceed further.

Where the candidate is unhappy with the decision reached, they are required to put in writing, to the Directors, their specific reasons for appeal. Stage Two of the process will then be followed.

### Stage Two – IQA (Internal Quality Assurer)

The Assessor concerned must forward:

1. The original assessment record and the candidate evidence – where appropriate;
2. The Candidate Appeal Form to the nominated IQA within 5 working days of the appeal being logged.

The IQA must reconsider the assessment decision, normally involving an evaluation of:

1. The Learner evidence and associated records
2. The Assessor's rationale for the decision
3. The opinion of the candidate

In doing so, the IQA must provide their decision within 5 working days of receiving the appeal.

Where the candidate remains unhappy with the reconsidered assessment decision, the appeal must proceed to Stage 3.

### Stage Three – Quality Manager in conjunction with Lead IQA

Where the Lead IQA is also the Quality Manager, one of the Company's Directors will take the place of Quality Manager at this stage.

A process will be followed through management who will consider and validate the candidate's appeal.

Copies of the candidate's work and the Assessor's decision should be presented.

A decision will be returned to the IQA who presented the appeal within 3 weeks.

The IQA will then inform the candidate and Assessor of the decision – which is final.

The result of the appeal will be held on record.

If the candidate still disagrees with the outcome they may appeal, in writing, to the Awarding Organisation when the AO's policies and procedures will be followed.

### External Examination re-marks

Any candidate wishing to have an examination paper re-marked should make a request to the Quality Manager as soon as possible after the publication of the results; the Learner should not contact the examination board direct.

The regulations of the appropriate Awarding Organisation/Examination Board will be followed.

Learner will be required to pay the appropriate fee, which may be refunded by the Awarding Organisation/Examination Board if improvement is made, subject to the regulations of the appropriate Awarding Organisation/Examination Board.

Learners should understand that, where an enquiry into a mark is requested, their unit score and their overall grade may go down as well as up.

### Changes to this policy

We'll amend this policy from time to time to ensure it remains up-to-date and reflects our practices. The current version will be posted on our website.

---

This policy is owned and maintained by our Operations Manager and Director who hold responsibility for reviewing and updating this policy on an annual basis.

Name of reviewer: D Wraight

Signature:



Date of review: 03/05/2023

Next review due date: 01/05/2024

---