

# Assessment Appeals Policy & Procedure

The staff and management of Fareport Training recognise that the quality of assessment and training is the key to success of our programmes. We hope to deliver the most professional and comprehensive support possible, but if for some reason this does not happen then it is important that staff and learners are aware of the policies and procedures in place to support them. There are 2 different procedures in place, dependent on the reason you are dissatisfied – these are explained below:

## Assessment Appeals

This procedure is in place if learners are dissatisfied with an assessment decision made by their Trainer or Awarding Body. An appeal is based on the assessment process (planning, assessment of work, feedback or progression).

To make an appeal, learners are encouraged to read through this policy and follow the stages shown on the **Assessment Appeals Procedure** on pages 2 and 3.

## Complaint or Constructive Feedback

An 'appeal' is very different to a 'complaint'. A complaint is classified as an '*expression of dissatisfaction*' concerning Fareport or its staff members' behaviour or conduct and will be taken seriously. Complaints should be directed to the relevant Team Manager for the qualification sector – this is located within your initial paperwork. If you are unsure how to contact the Team Manager, please contact our 'Live Chat' facility on [www.fareport.co.uk](http://www.fareport.co.uk) or telephone our Head Office on 01329 825805.

Constructive feedback is always welcome at Fareport Training as we seek to grow and improve our training provision. Learners and employers can 'have their say' using the following email address – [haveyoursay@fareport.co.uk](mailto:haveyoursay@fareport.co.uk).

If a learner feels that they are being discriminated against then they should contact our Chairman using [Marinos.Paphitis@fareport.co.uk](mailto:Marinos.Paphitis@fareport.co.uk) – any member of staff can refer them to our Equality and Diversity Policy.

All learners can also consult our external helpline for independent advice and guidance using the following email address – [helplinefareport@gmail.com](mailto:helplinefareport@gmail.com).

**Signed**



**Marinos Paphitis**  
**January 2018**

## Assessment Appeals Procedure

As a learner working towards a qualification with Fareport Training, you have the right of appeal if you are dissatisfied with an assessment decision by your Trainer. There are 4 stages in the Assessment Appeals Procedure and each stage must be exhausted before proceeding to the next stage.

Appeals are **not** normally considered when:

- Learners have failed to manage their own learning appropriately whilst planning or undertaking both on or off-job training or development
- Learners have been affected by illness, work or personal circumstances which have required them to cancel or postpone progress visits with their Trainer
- Learner fails to attend a pre-booked test(s) or end-point-assessment

In the first instance, you should discuss the issue with your Trainer, as most matters can be resolved through clear communication. However, if you wish to make a formal appeal, this will need to be done in writing (email or postal) following the stages below. You will also need the information listed below.

Please ensure you have the following information to hand – all of which should be accessible via your portfolio or e-portfolio, however, if you cannot locate the information, please contact our Head Office on 01329 825805 or [info@fareport.co.uk](mailto:info@fareport.co.uk) or via our 'Live Chat' facility on the website [www.fareport.co.uk](http://www.fareport.co.uk).

1. Your full name
2. Your qualification title and level
3. Your start and planned finish dates
4. Your Trainer's name
5. Your Awarding Body
6. Your Registration Number

### Formal Assessment Appeals Process

#### Stage 1

If you have received a decision or feedback on submitted evidence with which you are not satisfied, the first stage is to formally appeal directly to the Trainer who has carried out this assessment and made the assessment decision. Your formal appeal should be in writing and clearly indicate the following:

- The unit, criteria and evidence number within your folder/e-portfolio that is the point of disagreement with your Trainer
- Details of why you believe the evidence meets the requirements and the feedback that you have received from your Trainer

The main reasons for an appeal are likely to be because:

- You do not understand why you are not yet competent, due to lack of, or unclear feedback from the Trainer.
- You believe that you are competent and that the Trainer has misjudged you or missed/misinterpreted some vital evidence.

You are advised to keep copies of all the documentation used during this process. Your complaint will be acknowledged within 3 working days and formally responded to within 5 working days. Where extensions are required to make a formal judgement then the correspondence will include a timeframe.

## Stage 2

If you remain dissatisfied following Stage 1 and your Trainers' response, you can appeal, in writing within 5 days to the Team Manager. If you are unsure who the Team Manager is, please contact the Head Office, as detailed on page 2, who will be happy to advise. Your appeal will be acknowledged within 3 working days, plus investigated and formally responded to within 10 working days. Where extensions are required to make a formal judgement then the correspondence will include a timeframe.

## Stage 3

If you remain dissatisfied following Stage 2 and the Team Manager's response, you can escalate your appeal to Fareport Training's Director of Operations within 5 working days. The Director of Operations will investigate and reply to you within 10 working days and their decision, on behalf of Fareport Training, will be final.

<b>Director of Operations:</b>	Theresa Maple
<b>Email Address:</b>	<a href="mailto:Theresa.Maple@fareport.co.uk">Theresa.Maple@fareport.co.uk</a>

If you are unhappy with Fareport Training's final decision, you have the right to make an assessment appeal to the Awarding Body directly who will investigate and provide you with advice and guidance to move forwards with. There is usually a fee payable at this stage – the Awarding Body will usually give you their formal response within 28 days, although each Awarding Body will have their own policy and individual response times – these will be available on their respective websites.

## Appeals Process for Tests or End-Point-Assessment (EPA) – online or paper-based

The appeals process above will be a similar process if you wish to appeal against a result of an exam or end-point-assessment if you suspect, for any reason, that they may not be accurate. In this instance, you are required to appeal in writing to the Head of Centre at Fareport, who will then refer to the *Joint Council for Qualifications* guidance and process an appeal claim on your behalf.

<b>Head of Centre:</b>	Ruth Cole
<b>Email Address:</b>	<a href="mailto:Ruth.Cole@fareport.co.uk">Ruth.Cole@fareport.co.uk</a>