



## Qualification Appeals Procedure

KEITS Training Services Ltd aims to ensure that all assessments and assessment results are fair, consistent and based on valid judgements. However, it does recognise that there may be occasions when a learner may wish to question a decision made.

If you disagree with an assessment decision, you have ten working days following the assessment to make an appeal. There are three stages to the appeals procedure that relates to an assessment decision. This would be a decision made by a KEITS Training Consultant or a contracted training consultant, for any regulated qualification e.g. a diploma or an award. For the purposes of the following process, both KEITS Training Consultants and contracted training consultants will be referred to as assessors.

There is a separate procedure to follow if your enquiry relates to an external assessed qualification, e.g. Functional Skill and this information is located towards the end of this document.

### **What you should do if you want to appeal against an assessment decision:**

#### **STAGE 1**

You should first discuss the matter with the assessor who has made the decision, preferably at the time of the assessment, this may be a verbal discussion; where

- You will need to explain why and how you feel that your performance has met the required standard.
- The assessor will discuss the decision with you and explain the reason for their decision in relation to the standards.

If you prefer to put it in writing, please complete the assessment appeals form included within this document, as soon as possible after the assessment has taken place. This should be submitted to KEITS Ltd. head office, who will forward it to the relevant individual, where:

- The assessor will complete the relevant section on the appeals form and submit to the allocated Internal Quality Assurer for the qualification.
- The Internal Quality Assurer will review the information and contact you to discuss and agree the way forward.

## **STAGE 2**

If you are not satisfied with the decision as a result of your appeal and the matter is not resolved, then the details will be sent to the KEITS Ltd. Centre Quality Assurance co-ordinator (QAC), who will ask the sector lead for that vocational area, to try to resolve the appeal. They will talk to all parties to try and resolve the problem.

If you are still unhappy with the conclusion you may ask to be assessed again by another assessor. You will be notified of the assessment decision directly after the assessment and notified in writing within ten working days.

## **STAGE 3**

If you are still unhappy with the decision you can put your case to the awarding organisation. They will undertake an investigation involving the relevant External Quality Assurer (EQA) and an appeals panel. The decision of this panel will be final. Their details will be found within your learner folder, or if you are unable to locate them head office will be able to provide their details.

If KEITS are found to be at fault then KEITS will pay any fee incurred, if you are found to be at fault then you may be liable for any fee incurred.

### **What you should do if you want to appeal against an externally assessed qualification decision:**

*NB: Any enquiry relating to the above MUST be received within 60 working days of the notification of the result.*

If you are not happy with the result of a test, you do have the right to appeal. You may appeal directly to the awarding organisation; however, we will be happy to handle the appeal for you. It may be that we have a number of learners who are not satisfied with the results for a particular test and by submitting a claim for a number of learners together, it will add strength to the case.

If you submit the information to your Training Consultant, they will complete the relevant form and submit it to the QAC who will process the claim.

If you wish to process your own claim, we will provide you with the appropriate web link or paperwork so that you can apply directly. There may be a fee attached to this application.

| Location                                       | Title                              | Responsibility | Date Created | Version/updated | Review Date |
|--|------------------------------------|----------------|--------------|-----------------|-------------|
| Doc Con/Docs/All Company Policies/<br>Learners | Qualification Appeals<br>Procedure | EM             | Aug '14      | 11- Oct'25      | Oct'26      |

## Assessment Appeals Form

|  |        |
|--|--------|
| <b>Learner Name</b>  |        |
| <b>Employment Location</b>                                       |        |
| <b>Assessors Name</b>  |        |
| <b>Assessment Date</b>   |        |
| <b>Qualification name</b>  |        |
| <b>Unit or assessment title</b>                                  |        |
| <b>Brief outline of assessed activity</b>                        |        |
| <b>Why do you think you should have achieved the assessment</b>  |        |
| <b>Assessor feedback provided to explain assessment decision</b> |        |
| <b>Notes on review of evidence</b>                               |        |
| <b>Has the assessment decision been amended</b>                  | Yes/No |
| <b>Is the learner happy to accept the decision</b>               | Yes/No |
| <b>If no identify referral date to QAC</b>                       |        |