

November 2022

 **Training Strategies**

Appeals

Procedure

Policy Contents

Pages	Titles	Date
2	Policy Content, Approval	Nov 2022
3	Introduction	Nov 2022
4	Procedure Step Guide	Nov 2022

The following policy has been approved by the Senior Leadership Team.

The policy will be reviewed on an annual basis unless circumstances arise requiring the policy to be reviewed earlier.

Approved by Senior Leadership Team: November 2022

Planned review: November 2023

1. Introduction

In order for TSL's Appeals Procedure to be effective, it is essential that all Learners are fully aware of how to access and how to start the appeals procedure – to this end, TSL will ensure that the procedure is fully covered in every Learner's induction and that Learners can find contact / process information in their portfolio and advertised at information boards in the centre.

TSL will also comply with awarding bodies appeals procedures, these are outlined below.

TSL understands that all Learners have the right to appeal against any assessment decisions that they feel are unfair, and there is a clear procedure documented for Learners to follow. Examples of reasons for appeal when studying can include:

- **The belief that the assessment was conducted in such a way that the candidate was not given sufficient opportunity to allow the competence to be fully demonstrated.**
- **The belief that the assessment was conducted in such a way that the candidate was put under undue stress which was excessive and would not normally pertain to the usual circumstances in carrying out the relevant job.**

TSL is aware that Learners are more likely to accept decisions if they have been justified. Therefore, it is important that when making assessment decisions, staff give Learners as much information as possible and clearly state any reasons why Learners have not demonstrated competence in standards. This would normally be found in the form of Learner feedback detailed in Progress Reviews or as Targets / points to achieve on ILP's.

2. Procedure Step Guide

When dealing with any Learner who is dissatisfied with a formal decision taken by an TSL Trainer or Assessor, the initial stage should be to ensure that the Learner has been given as much information as possible regarding the decision and the reasons that decision was made, if the Learner is still unhappy about the decision, he/she can decide to formally appeal against the decision. The following procedure should be followed:

