

Inspire London College



Appeals Policy and Procedure

Appeals Policy and Procedure	Last Review:	September 2025
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Amended Date:	N/A
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Next planned review in 12 months, or sooner as required

Appeals Policy and Procedure

1. Introduction

Inspire London College is committed to ensuring that all learners are assessed fairly and consistently. While assessments and grading are conducted with the highest level of integrity, learners may occasionally feel that a decision has been made unfairly or incorrectly. This policy provides a structured process for learners to appeal an academic decision, ensuring that they are given the opportunity to request a review where appropriate. The policy aligns with awarding body regulations and quality assurance standards, ensuring that all appeals are handled objectively and in a timely manner.

2. Scope

This policy applies to all learners at Inspire London College who wish to appeal an academic decision, including assessment results, grading disputes, examination outcomes, and decisions related to reasonable adjustments, special considerations, or Recognition of Prior Learning (RPL). It ensures that all appeals are handled fairly, transparently, and in compliance with awarding body regulations.

3. Policy Statement

All learners have the right to challenge the outcomes of their assessment decisions, if they consider the assessment has not been carried out properly. Learners might appeal on a variety of issues.

These issues may include the following: -

- Conduct of the assessment
- Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements
- The opportunities offered in order to demonstrate competence of attainment
- Access to assessment
- Process of assessment
- Access to Internal Verification
- The handling of an appeal
- Administrative issues e.g. failure to register/apply for certification

4. Statement Of Principle

This policy is in place to enable Inspire London College learners to enquire, question or appeal against an assessment decision. Inspire London College will aim to reach an

agreement with a learner at the earliest opportunity, regarding any appeals that are made.

Inspire London College will ensure that:

Internal assessments are conducted by members of Inspire London College's staff who have appropriate knowledge, understanding and skills in this area.

Assessment evidence provided by learners is produced and authenticated according to the requirements of awarding organisation for the subject concerned.

The consistency of internal assessment will be maintained by internal verification and standardisation. If a learner wishes to appeal, the appeal must be lodged in writing with the relevant Inspire London College staff member within 7 working days of the learner being notified of the assessment decision.

The relevant centre staff member will then attempt to find a solution with the learner, assessor/tutor and internal verifier.

Any Inspire London College staff member undertaking an appeal investigation must be independent from any assessment decisions made as part of a learner's qualification.

The relevant Inspire London College staff member will acknowledge the appeal within 2 working days of receiving it. Inspire London College staff member will investigate the appeal. Investigations may include undertaking interviews with any relevant parties.

The learner will be informed of the investigation outcome and decision within 10 days of the appeal being lodged (this may be extended, depending on the nature of the appeal). If the staff member feels the appeal is to be upheld, the learner will be notified of this in writing, within 2 working days of completion of the investigation.

The relevant procedures will be followed to ensure the learner's assessment decision is changed to show the correct mark and/or decision.

If an appeal from a learner is upheld by the centre staff member, any lessons learners from the investigation will be reviewed by Inspire London College. Any staff member involved in the appeal will be offered suitable training, if appropriate. The outcome and action plan from all appeal will be dealt with on an individual basis.

If an appeal is not upheld, the learner making the appeal will be given a written explanation detailing the reasons for the appeal not to be upheld.

If the learner is not satisfied with the appeal decision made at centre level, the learner can instruct the centre to contact in order to escalate the appeal. Awarding organisation will investigate any appeals made in line with Awarding organisation's Appeals Policy.

All documents relating to an appeal must be saved and stored securely in the centre. Awarding organisations must be given access to any information or documents regarding any appeals, when requested.

5. Appeals Procedure

5.1 Purpose

Learners have the right to challenge an assessment decision made by an assessor.

Inspire London College will ensure that:

- all learners are made aware of the procedure and are given access to it
- all Tutors, Assessors and Internal Quality Assurers are aware of the procedure and given access to it.

The purpose of this document is to describe the procedure to follow where a dispute arises from any assessment that has taken place.

5.2 Procedure

The following procedure should be followed in the event of a learner disputing the outcome of an assessment.

Stage One:

- Where the learner disagrees with the assessment given (s)he must explain the reasons for this to the assessor concerned as soon as possible.
- The assessor should consider the learner's explanation and provide a response giving a clear explanation or a repeat explanation of the assessment decision following a re-evaluation of the evidence.
- If the learner agrees with the outcome at this stage, then the appeal will not proceed any further.
- If the learner is not happy with the outcome, then the Appeal will proceed to Stage Two.

Stage Two:

- The learner will submit the reasons for the appeal completing section 1 of the Learner Appeal Form.
- The assessor completes section 2 of the Learner Appeal Form and forwards this to the Quality Lead who will allocate an Internal Quality Assurer (IQA). This will include the original assessment record and candidate evidence
- The IQA will reconsider the assessment decision through an evaluation of:
 - the candidate's evidence and associated records
 - the assessor's rationale for the decision
- The IQA will complete Section 3 of the Learner Appeal Form and provide the learner with the reconsidered decision within 10 working days of receiving the appeal.
- Where the learner remains unhappy with the reconsidered assessment decision, the Appeal must proceed to Stage Three.

Stage Three:

- If no resolution has been reached, the Stage Two Internal Quality Assurer will forward details to the Quality Appeals Panel. These should include:
- Learner Appeal Form, appropriately completed
- Assessment records
- Any written comments from the IQA (e.g. background details)
- The Quality Appeals Panel will include the Quality Lead and the Lead Internal Quality Assurer
- They will evaluate the situation and complete Section 4 of the Learner Appeal Form, informing the learner with the reconsidered decision within 5 working days.
- If the learner remains unhappy with the reconsidered assessment decision, the appeal will proceed to stage four.

Stage Four:

- If no resolution has been reached the Quality Lead will contact the External Verifier from the awarding body.
- The EV will then be provided with all the evidence to examine and will notify the Quality Lead of the final decision.
- The Quality Lead will then notify the Learner, Assessor, IQA and Lead IQA of the final decision.

Appeal Application Form (stage 1)

To be completed by the learner within 7 working days of receiving the assessment decision for an assignment/unit assessment

Course Title and Level:	
Unit No. & Title:	
Learner's Name:	
Learner's ID No:	
Learner's Home Address:	
Date of Appeal:	
Unit Assessor Name:	

Reason for Appeal (to be completed by the learner)			
(Please write here why you think that the assessment decision is not correct)			
Signature – Learner:		Date Handed to Assessor:	
Signature - Unit Assessor:		Date Appeal Received:	
Signature - Unit Assessor: (if second assessor is involved)		Date Appeal Received:	

Appeal Application Form (stage 1)

To be completed by the learner within 7 working days of receiving the assessment decision for an assignment/unit assessment

Units Assessor's decision following re-evaluation of the assessment decision of assignment/assessment evidence

Decision

(Unit Assessor writes here why you think that the assessment decision is correct or why it needs to be amended and reviewed further?)

Signature – Learner:		Date Handed to Assessor:	
Signature - Unit Assessor:		Date re-assessed work is received by the Learner.	

Does the Learner accept the decision?	Yes/No	Does the Learner wish to proceed to the stage 2?	Yes/No
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Appeal Application Form (stage 2)

To be completed by the second assessor and internal verifier within 10 working days of receiving appeals stage 2.

Learner's Name:			
Date of Appeal:			
Date of Stage 2:			
Name of Unit Assessor:			
Name of Second Assessor:			
Name of Internal Verifier:			
Second Assessor's decision following assessment of the learners assignment/assessment evidence			
(please write here your assessment decision of the learners evidence)			
Internal Verification following the assessment decision.			
(please write here verification decision for the second Assessor)			
Signature of second		Date:	

Assessor:			
Signature of Internal Verifier:		Date:	
Signature of Learner:		Date:	
Does the Learner accept the decision?	Yes/No	Does the Learner wish to proceed to stage 3?	Yes/No

Appeal Application Form (stage 3)

To be completed by the staff involved in the investigation within 7 working days of receiving appeals stage 3.

Learner's Name:	
Date of Appeal:	
Date of Stage 3:	
Name(s) of Management involved:	
Name of Curriculum Staff(s) involved	
Management decision following re-evaluation of decisions made in stages 1 and 2.	
(Please write here if the decision is to reject or uphold the appeal. Provide a rationale for the decision and state what action the Learner is permitted to take if further evidence is required)	

Decision Made: complete on the statements:		Grade to remain unchanged: -----	Grade to be changed to: -----
Signature of Management:		Date:	
Signature of Curriculum Staff:		Date:	
Signature of Learner:		Date feedback given to Learner:	
Does the Learner accept the decision?	Yes/No	Does the Learner wish to appeal to the Academic Board?	Yes/No

Appeal Application Form (stage 4)

The panel's findings will be formally reported back to the Learner within 5 working days of the hearing. The letter will include the outcome of the appeal and the rationale behind the decision made.

Learner's Name:	
Date of Appeal:	
Date of Stage 4:	
Academic Board Member One:	
Academic Board Member Two:	
Academic Board Member Three:	
Unit Assessor:	
Learner's family or Friend Name:	
Academic Board's decision following convening an Appeals Panel. Include notes of interviews with the Learner, unit Assessor and other staff involved in stage 4 appeals. Also include any assessment records used to make the final judgement.	
(Please write here if the decision is to reject or uphold the appeal. Provide a rationale for the decision and state what action the Learner is permitted to take if further evidence is required)	
<u>Recommendations for future practice or policy review (continue on a separate sheet if necessary)</u>	

Decision Made: complete on the statements:	Grade to remain unchanged: -----	Grade to be changed to: -----	
Signature of Academic Board person number 1:		Date:	
Signature of Academic Board person number 2:		Date:	
Signature of Academic Board person number 3:		Date:	
Signature of Learner:		Date feedback given to Learner:	
Does the Learner accept the decision?	Yes/No	Does the Learner wish to appeal to the Awarding Body?	Yes/No