



Appeals Procedure



Date: Sept 2017
Document Reference: FIT-AP-001
Revision: 01.02

APPEALS

<i>Appeals</i>	
FIT Quality Statement	
<p>FIT Ltd. is committed to the provision of quality-assured education and training to enhance the career opportunities for our learners. Our management system reflects committed internal quality management and independent oversight by competent organisations and persons to safeguard the personal and professional welfare of learners, as well as the integrity of the programme of learning.</p>	
Date: January 2017	Document Reference: FIT-AP-001
Revision History	09/2017 Separate Complaints from Appeals. Integrate College/Workplace procedures.
<p>FIT Ltd is committed to providing service of the highest quality.</p> <p>Staff will do everything possible to ensure that this level of service is provided. However if you have a grievance or disagree with something, you have the right to seek a resolution of the issue, either informally or formally by way of complaint or appeal.</p> <p>Complaints. Complaints can relate to facilities, tutors, marks awarded or some other aspect of the programme about which a learner may feel some grievance. There is a separate documented Complaints Procedure (Documents Reference: FIT-C&A-001 Complaints)</p> <p>Appeals. Appeals relate specifically to assessment processes. A learner may lodge an appeal relating to an assessment on the grounds of:</p> <ul style="list-style-type: none"> • the conduct of the assessment process • extenuating circumstances material to the assessment. <p>These are the only grounds for an appeal.</p> <p>Please Note: Any Complaint or Appeal should be made in the first instance to the College or Employer involved. The procedure described below should only be followed once if an issue remains after the College/Employer procedures have concluded.</p>	

1. FIT Assessment Appeals Procedure

Overview

The following procedure defines the actions to be followed by all relevant parties in the event that a learner appeals an assessment decision.

The Centre Manager is responsible for ensuring that this procedure is published, advised and available to all relevant stakeholders.

1.1 Procedure

Some appeals may be resolved by bringing them to the attention of the person you are dealing directly with. In the first instance, you should write to or arrange to speak with this person about your appeal.

If the appeal is not resolved by discussion, then it will be necessary to file a formal appeal. A formal appeal should be made as soon as possible after the event giving rise to the appeal.

The formal appeal must be made initially to the College or Employer, and their procedures followed.

If the issue is not satisfactorily resolved, a formal appeal may be made to the Coordinating Provider (FIT).

To lodge a formal appeal the appellant is required to document their appeal and submit this to FIT. A template is provided in Appendix A, to facilitate this. The address to which to send a appeal is given at the bottom the template.

The conduct of a formal appeal is as follows:

Step 1.

The learner needs to inform the Centre Administrator in writing of their intention to appeal. The FIT Centre Administrator will issue an Appeal Form (see Appendix) which the learner must complete and return to the FIT Administrator within 3 weeks of the original notification to the learner of the assessment result in question.

Step 2.

The Centre Manager will write to the learner to acknowledge receipt of the appeal within 10 working days of receipt of the completed appeal form and outline the course of action to be taken. The Assessment Appeals Panels (AAP) will perform an independent review. The learner will have the opportunity to discuss their concerns with the AAP. This review will be completed within 15 working days of acknowledgement of appeal.

Step 3.

One of the following decisions will be communicated to the learner by the Assessment/Centre Manager in writing within 10 working days of the decision having been made. Possible outcomes include:

1. Uphold the original assessment decision.
3. Modify or overturn the original decision.

In exceptional circumstances, the learner may be provided with an opportunity for reassessment.

The decision will be advised to the learner in writing by the Centre Administrator on behalf of the Centre Manager.

The decision of the independent reviewer will be final.

The final decision will also be communicated to all other relevant parties by the Administrator. FIT will retain records of appeals for a minimum period of 2 years.

Appendix A. Appeal Form

Appellants must complete section A,B and D below.

A. Contact Information.

Name of Learner (Block Capitals)	
Date (of submission of complaint)	
Address for correspondence	
Email address	
Contact number	

B. Programme Information

Name of ETB/College	
Name of Programme	
Name of Employer	
Name of Module (if relevant)	
Name of Module (if relevant)	

Office Use Only

Date of receipt of appeal	
Name of FIT appeal administrator	
Date for written acknowledgement of appeal to appellant (within 10 working days of receipt of appeal)	
Due date for FIT response to appeal (within 15 working days of issue of acknowledgement)	

Please describe the reasons for your appeal as fully as possible. Please include copies of any associated documents that may be relevant to your appeal. The appellant should keep a copy of this form.

D. Appeal

Please describe any actions taken by you to resolve this appeal prior to lodging a formal appeal.

Description of the appeal.

<p>Additional Documents</p>	<p>Please list any additional sheet(s)/documents that you are including with this appeal.</p>
------------------------------------	---

<p>Signature of learner:</p>		<p>Date:</p>	
-------------------------------------	--	---------------------	--

Office Use Only

<p>Decision of Assessment Appeal Panel.</p>	
<p>Signature of Centre Manager</p>	
<p>Date:</p>	