

skypeople Appeals Procedure

Scope

This policy applies to all **skypeople** training and assessment programmes. It should be read in conjunction with all other policies, particularly:

- Assessment Policy
- Equality Policy
- Malpractice and Maladministration Policy
- Data Protection Policy
- Complaints and Whistleblowing Policy

An appeal is a request from a learner to revisit an assessment decision which s/he considers is disadvantaging him/her.

This policy sets out our commitment to learners who wish to enquire, question or appeal against an assessment decision.

skypeople commitment

skypeople will show transparency and fairness in our assessment practices by allowing anyone who feels this is not achieved the right to appeal.

skypeople procedures

- **skypeople** will provide our training and assessment staff with the expertise needed to comply with this policy and related procedures.
- **skypeople** will provide our stakeholders with details of how to appeal and assessment decision. This will include:
 - contact details of a named representative
 - the timescales for any investigation to be undertaken
 - the timescales for the outcome to be communicated
 - the process to follow if the outcome is deemed to be unfair, including the ultimate right of appeal to the CAA or relevant oversight body.
- **skypeople** will have clear, consistent and transparent procedures for learners to enable them to enquire about, question or appeal an assessment decision, including requests for reasonable adjustments or special consideration.
- **skypeople** will provide information to learners at induction and prior to each summative assessment, of the contents of this policy and related procedures.
- **skypeople** will ensure that any appeal is recorded and documentation is retained for 18 months following the resolution of the appeal.
- **skypeople** will maintain confidentiality of any learner information related to an appeal.
- **skypeople** will take appropriate action to protect the interests of other learners and the integrity of the training, when the outcome of an appeal questions the validity of other results.
- **skypeople** will monitor our compliance with this policy by collecting data through learner and employee applications, feedback and outcomes.

Stage 1

The learner is responsible for initiating the appeal procedure.

- An appeal must be made within seven days of receiving feedback on a summative assessment by use of the Learner Report Form or by email. At this time there will then be an informal discussion between the instructor/assessor and learner
- The discussion must take place within seven days of the request
- A note of the discussion must be maintained by the instructor/assessor
- If the issue is not resolved, move to Stage 2

Stage 2

The learner is responsible for initiating the second stage of the appeals procedure:

- The learner must complete the Learner Report Form and submit to a [skypeople](#) manager within seven days of the informal discussion
- [skypeople](#) manager reviews the assessment.
- [skypeople](#) manager completes an assessment review on the same Learner Report Form, responding to the learner and instructor/assessor within seven days of receiving the appeal
- The learner has seven days to acknowledge and or accept the recommended outcome. If resolved, no further action is required. If unresolved move to Stage 3.

Stage 3

- The appeal is now escalated to the relevant oversight/approval body using the same form