

The learndirect Group Appeals Policy

Governance	
Version	3
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Policy Owner	Georgina Broster: <i>Head of Quality</i>
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Appeals Procedure

All learners are informed that an appeals procedure relating to internal assessment decisions exists within the learndirect Group. This procedure is available for our online learners and is also provided in hard copy in paper-based portfolios. Where the learndirect Group are not *directly* responsible for the assessment process, Learners will be made fully aware of the relevant Appeals Policy and associated processes. learndirect Group will also work with the relevant Awarding Organisation in the event of any appeal being raised by a learner or by the Awarding Organisation in relation to a learndirect Group learner.

Learners may appeal when they do not agree with the assessment decision made by an Assessor or that the assessment procedures have not been carried out properly.

In the first instance, the Head of Faculty and the Internal Quality assurer will manage any appeal, including the dissemination of information about the procedures on an individual appeal basis. A written record of the appeal will be documented together with an outcome to the appeal and the reasons for the outcome. This is then held by learndirect Group for reference and potential use to work with an awarding body. If necessary, this process can be supported by the Quality Team who will review any appeals independently.

There are 3 stages through which the Appeal can progress

1. Step 1

Action required by the learner.

They must:

- Provide written details of raising an appeal within 10 days of the assessment decision to the IQA or the Head of Faculty
- Within a further 14 days provide, present a full case in writing

In making an appeal the learner must provide the following information in writing

- Their name and registration number (if issued)
- The Centre location
- The qualification title and unit
- The name of the assessor
- The date of assessment
- An outline detailing the reason for the appeal together with any supporting evidence or information such as assessment documentation
- Learners are to be assured that any such appeal will be dealt with in good faith and that they will not be disadvantaged should the appeal subsequently not be upheld.

2. Stage 2

If the learner is not satisfied with the outcome, they may progress their appeal for a decision from the Head of Quality. A meeting will be held with the learner to discuss the outcome and every effort made to reach a resolution. However, if the learner is still not satisfied, the appeal will be referred to the awarding body.

3. Stage 3

In the event the learner is not satisfied at Stage 2, they will be informed that the appeal will be referred to the relevant awarding body. The Head of Quality will contact the awarding organisation to inform them of the situation and forward all appropriate documentation as required. The Head of Quality will liaise with the awarding organisation, keeping the Head of Faculty and assessment staff fully informed of the outcome.

Examples of potential reasons for an appeal:

3.1 Preparation Stage

Expected collection of evidence is not within the assessment plan

The assessor has not discussed the assessment plan with the learner

The assessor has not fully discussed the interpretation of the standards with the learner before assessing the evidence

3.2 Feedback Stage

Feedback is not provided according to assessment practice

The assessor fails to inform the learner verbally or in writing that the evidence is insufficient at that further evidence is required

The learner disagrees with the assessment decision not to accept the evidence submitted

The IQA will review the relevant documentation and assessment material with the Head of Quality, and the learner will be advised in writing of the outcome.

4. Contact information in the event of an appeal

All correspondence and initial contact can be made to either the Assessor, the IQA, or the Head of Faculty. Contact details can be found in the online learner portfolio.