

## Appeals statement and process

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Appeals Statement & Process  
Against Unfair Assessment Decisions

ANTA Education Ltd (hereafter referred to as “the company”) will ensure that you are assessed fairly and without bias. However, you have the right to appeal against any assessment decision made by your assessor. This document is provided to ensure that you are aware of your rights and understand the stages of the centres appeals procedure as follows:

Any complaint must be lodged within 20 days of the issue arising. You can ask a third party (a friend, colleague, parent or guardian) to help you in presenting your appeal.

### Stage 1:

In the first instance (Within 5 working days), you should address your appeal to your ASSESSOR or INTERNAL QUALITY ASSURER (IQA). You should document the main points of your disagreement with your reasons. Discuss your issue and document the responses of both the assessor and you the candidate. Ensure that both parties sign this document. Stage 1 is always the best point at which to resolve unfair assessment decisions. Copies of this documentation must be forwarded to the Internal Verifier for quality improvement purposes.

### Stage 2:

If, after discussing the problem with the assessor, the matter is still not resolved, you should address the problem with the IQA or Manager, providing copies of all relevant documented evidence i.e. Assessment plan and feedback form and your stage 1 document signed by both the assessor and the candidate. The Internal Verifier is committed to the quality of assessment; they will investigate any complaint and will ensure that a fair decision is awarded with valid and fair reasoning against the qualification standards and codes of practice. The decision will be made by a panel consisting of centre IQA’s, non-connected Assessors and Manager (within 5 working days). The panel will be objective and independent. All complaint information will be communicated with Awarding Organisations, the centre and the candidate.

### Stage 3:

The Internal Verifier will endeavour to resolve the matter from within the centre but if you still feel that the outcome is unfair, you should request that the centre contact the Awarding organisations/Regulatory Authority Enquiries & Appeals coordinator. Again, you will be asked to provide copies of all relevant documentation. At this final stage: The Awarding organisations/Regulatory Authority will review the assessment and make a judgement.

All complaint information will be communicated with Awarding Organisations, the centre and the candidate.

Candidate signature of understanding of the Appeals Procedure:

Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Assessor Name: \_\_\_\_\_ Internal Verifier Name: \_\_\_\_\_

Centre Co-ordinator:

Appeals Form

Name of appellant:

Name of who the appeal is lodged against:

Date that the issue arose: Date appeal made:

Provide an overview of the appeal:

List your reasons for the appeal:

**STAGE 1:** Date of response:

Assessors Response and your feedback:

Has the complaint been resolved satisfactorily: Please circle: Yes No

Appellants Signature: Assessor Signature:

**STAGE 2:** Date of response:

IQA's Name: IQA's Signature:

Name of all on the appeals panel:

List the evidence investigated and document the findings:

Document the panel's decision with reasons:

Document who the decision has been communicated with:

**STAGE 3:** Date of response:

Lead IQA identify who the Awarding Organisation/Regulatory Authority Contact is:

List and attach copies of all documents to be communicated with Awarding Organisation:

List and attach any correspondence from Awarding Organisation/Regulatory Authority:

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the Awarding Organisation directly.

The Awarding Organisation is Highfield Awarding Body for Compliance (HABC) and their appeals policy can be located on their website: [www.highfieldabc.com](http://www.highfieldabc.com).

Alternatively, please speak to the HABC team on 0845 2260350.

Should you address your appeal to HABC and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator. Either a representative of ANTA Education Ltd or HABC will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

