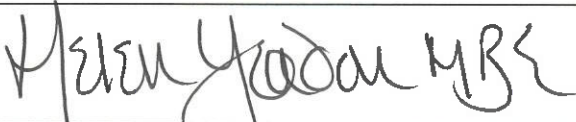


## Appeals Procedure Policy

<b>Date Created:</b>	November 2013	<b>Date Reviewed:</b>	September 2024
		<b>Date of Next Review:</b>	September 2025
This policy will be reviewed annually and updated in line with any new recommendations or legislation as it is made available.			
<b>Signature:</b>			

## Key Safeguarding Personnel

Role	Name	Tel.	Email
Managing Director	Helen Yeadon.	01672 514535	helen.yeadon@greatwoodcharity.org
Designated Safeguarding Lead (DSL)	Kirsten Disley	01672 514535	kirsten.disley@greatwoodcharity.org
Deputy DSL(s) (DDSL)	Vicky Candy (from December 23)	01672 514535	vicky.candy@greatwoodcharity.org
Trustee responsible for safeguarding	Helen Yeadon	01672 514535	helen.yeadon@greatwoodcharity.org

<b>Children's Social Care referrals:</b>	
Integrated Front Door (IFD):	0300 456 0108
<b>Vulnerable Adults Social Care referrals:</b>	
Multi-Agency Safeguarding Hub (MASH):	0300 456 0111
<b>Out of hours:</b>	0300 456 0100

If you believe a learner is **at immediate risk** of significant harm or injury,  
you **must** call the police on 999.

## Appeals Procedure for Learners

Greatwood has a commitment to treat all learners fairly and equally. Appeals procedures are part of the process of ensuring that Greatwood both operates and is seen to operate in a manner that upholds this ideal.

All learners have the right to appeal against a grade he or she has received for a qualification and to challenge the outcomes of their assessment. Learners might appeal on a variety of issues listed below:

- 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 Quality Verification
- Administrative issues e.g. failure to register/apply for certification

Staff and students are made aware of this policy, which can be found on the Greatwood website or main reception on request. The policy is reviewed annually and may be amended in response to feedback from students, staff and external organisations.

When dealing with a learner who is dissatisfied with a formal decision taken by Greatwood, the first stage is to ensure that the individual has as much information as possible on the reasons for the decision. The learner should be referred to the Internal Quality Assurer who can give an explanation and will then attempt to find a solution with the learner and assessor.

### **If a learner wishes to appeal they should follow the procedure below:**

If possible, in the first instance, talk to the member of staff responsible for delivering the qualification, about the reason they wish to appeal. The member of staff is responsible for explaining to the learner why they received this grade. The awarding body would be notified at this stage.

If the learner is not satisfied with the explanation, Greatwood will aim to re-mark the work, or re-assess the practical task using another member of staff involved with the qualification and then inform the learner of the result of the re-marking.

If the student wishes to continue the appeal, the appeal is to be lodged with the Internal Quality Assurer, or Helen Yeadon, Managing Director, within 25 working days of the learner being notified of the assessment decision.

If the learner already has as much information as possible and still perceives the decision to be unfair then they should be advised to make a formal complaint and follow the Greatwood complaints procedure.

If the student is still dissatisfied with the outcome of Greatwood Centre Appeal, they can make an appeal to NOCN, 1<sup>st</sup>4Sport or other relevant awarding body, directly and this must be done within 25 working days of the receipt of the outcome of the Greatwood Centre Appeal. (Fees apply for this procedure).

Please see the information and forms for the relevant awarding body; for example, 'NOCN Appeal about an award of credit or qualification procedure' and 'NOCN Appeal about an award of credit or qualification form'.