

<b>POLICY NAME</b>	<b>APPEALS POLICY</b>		
<b>POLICY REF</b>	PSPP002	<b>REVISION</b>	7
<b>AUTHOR</b>	S HAMER	<b>DATE</b>	31/01/2024
<b>APPROVED BY</b>	J HAMER	<b>NEXT REVIEW</b>	31/01/2024
<p><b>Scope of the Policy</b></p> <p>This policy is provided for Pentagon Skills customers, including learners and staff members who are using or delivering the courses and qualifications that Pentagon Skills offers.</p> <p><b>Communication of the policy</b></p> <p>It is important that staff involved in the management, delivery, assessment and quality assurance of the registered awarding body's qualifications and learners undertaking these qualifications, are fully aware of the contents of the policy.</p> <p><b>Policy Statement</b></p> <p>All learners have the right to challenge the outcomes of their assessment decisions, if they consider the assessment has not been carried out properly. Learners might appeal on a variety of issues.</p> <p>These issues may include the following:</p> <ul style="list-style-type: none"> <li>• Conduct of the assessment.</li> <li>• Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidencerequirements.</li> <li>• The opportunities offered to demonstrate competence of attainment.</li> <li>• Access to assessment.</li> <li>• Process of assessment.</li> <li>• Access to Internal Verification.</li> <li>• The handling of an appeal.</li> <li>• Administrative issues e.g. failure to register/apply for certification.</li> </ul> <p>This policy is in place to enable Pentagon Skills learners to enquire, question or appeal against an assessment decision. Pentagon Skills will aim to reach an agreement with a learner at the earliest opportunity, regarding any appeals that are made.</p> <p>Pentagon Skills will ensure that:</p> <ul style="list-style-type: none"> <li>• Internal assessments are conducted by members of Pentagon Skills staff who have appropriate knowledge, understanding and skills in this area.</li> <li>• Assessment evidence provided by learners is produced and authenticated per the requirements of the registered awarding body for the subject concerned.</li> <li>• The consistency of internal assessment will be maintained by internal verification and standardisation.</li> </ul>			

If a learner wishes to appeal, the appeal must be lodged in writing with the relevant Pentagon Skills staff member within 7 working days of the learner being notified of the assessment decision.

The relevant centre staff member will then attempt to find a solution with the learner, assessor/ tutor and internal verifier.

Any Pentagon Skills staff member undertaking an appeal investigation must be independent from any assessment decisions made as part of a learner's qualification.

The relevant Pentagon Skills staff member will acknowledge the appeal within 5 working days of receiving it. Pentagon Skills staff member will investigate the appeal. Investigations may include undertaking interviews with any relevant parties.

The learner will be informed of the investigation outcome and decision within 15 days of the appeal being lodged (this may be extended, depending on the nature of the appeal). If the staff member feels the appeal is to be upheld, the learner will be notified of this in writing, within 2 working days of completion of the investigation.

The relevant procedures will be followed to ensure the learner's assessment decision is changed to show the correct mark and/or decision.

If an appeal from a learner is upheld by the centre staff member, any lessons learners from the investigation will be reviewed by Pentagon Skills. Any staff member involved in the appeal will be offered suitable training, if appropriate. The outcome and action plan from all appeals will be dealt with on an individual basis.

If an appeal is not upheld, the learner making the appeal will be given a written explanation detailing the reasons for the appeal not to be upheld.

If the learner is not satisfied with the appeal decision made at centre level, the learner can instruct the centre to contact the registered awarding body to escalate the appeal. The registered awarding body will investigate any appeals made in line with the awarding body's Appeals Policy.

All documents relating to an appeal will be saved and stored securely in the centre. The registered awarding body must be given access to any information or documents regarding any appeals when requested.

Pentagon Skills are accredited with a number of awarding organisations and their appeals policy can be found on their website:

Qualsafe Awards: <https://www.qualsafe.org/become-a-centre/policies-and-procedures-for-centres/>

Highfield Qualifications: <https://www.highfieldqualifications.com>

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

The following list of Qualification Regulators are provided as additional guidance:

- SCQF qualifications - SQA Accreditation
- RQF qualifications:
  - Delivered in Wales - Qualifications Wales
  - Delivered in Northern Ireland - CCEA Regulation
  - Delivered anywhere else – OFQUAL

Please note: SQA Accreditation cannot overturn academic judgements or assessment decisions.

If you have any queries about the contents of this policy, please contact our admin department directly on 01257 795958 or email [admin@pentagonskills.co.uk](mailto:admin@pentagonskills.co.uk)

### **Review of the policy**

Pentagon Skills will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by the registered awarding body or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.