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## Policy

Every learner shall be entitled to appeal against any internal assessment made of his/her work within the following framework without fear or favour in accordance with the grounds for appeal specified below.

## Scope

- 1 This document provides a framework for the procedure for assessment appeals and is used by all course teams.
- 2 The framework is applied only to assessments within the control of FitPro.
- 3 Any learner wishing to appeal against external assessment should seek advice from the qualification awarding body.

## Principles

- 1 Learners have the right to appeal within 15 working days of the publishing of an assessment decision.
- 2 All learners must be informed through the appropriate induction process of their right to appeal within 15 working days of an assessment decision.
- 3 All appeals procedures will be conducted in accordance with the requirements and procedures for assessment and appeals set down by FitPro.
- 4 The only grounds for appeal are:
  - Assessment criteria, method, location and timing were not made clear in advance
  - Assessment did not take place as stated in advance
  - The learner was discriminated against or disadvantaged by any aspect of the assessment process
  - Administrative error
- 5 FitPro's Equal Opportunities and Diversity Policy and any other relevant policies will be applied proactively throughout the appeals process.
- 6 The learner shall be entitled to appropriate support from a person of their choice throughout the appeals procedure.
- 7 Each stage of the appeal shall be fully documented using the FitPro appeals form and records kept by the internal verifier.
- 8 The whole process must be completed within eight weeks. There may be exceptional circumstances where the timescale for each stage of the procedure cannot be achieved – for example, holidays or staff illness – in which case, reasons must be given in writing by the internal verifier to the learner and assessor concerned.
- 9 A copy of the Assessment Appeals Procedure will be available in the Induction Booklet and on the website. When first making an appeal, students will be given a copy of this procedure.

## ***Procedure for appeal***

### **Stage 1 (informal)**

- 1 Any learner not satisfied with an assessment decision must first discuss this with FitPro to attempt to resolve the disagreement informally.
- 2 If the disagreement is resolved, a written record of this must be made and signed by the internal verifier.
- 3 If an agreement cannot be reached, the learner should complete an assessment appeals form and this should be lodged with the assessor within 15 working days of the informal discussion.

### **Stage 2 (formal appeal)**

The internal verifier will examine the original assessment and the comments made by the assessor and learner and decide whether the appeal should be upheld. The internal verifier will notify the learner, the assessor and the curriculum and education manager of the outcome of the appeal.

### **Stage 3**

If the learner wished to appeal against the outcome of Stage 2, he/she must lodge the appeal with the internal verifier giving a full explanation in writing within 10 working days of the results of Stage 2.

The internal verifier will acknowledge receipt of the appeal and convene an appeals panel chaired by the curriculum and education manager or delegated senior manager consisting of a minimum of two appropriately experienced independent assessors, which may not include the internal verifier, within 10 working days of receipt of the appeal.

Both the learner and the original assessor will be invited to attend the panel's discussion. The appeals panel will attempt to find a solution with the learner and assessor.

The learner, assessor and internal verifier will be informed in writing of the decision of the appeals panel.

### **Monitoring**

Internal verifiers will ensure that all completed documentation relating to an appeal is held in the course team file.

The training management team will receive an annual report prepared by the head internal verifier which will include number of appeals, the stage reached and outcome. This will be broken down by course, ethnicity, age and gender of the learners concerned.