

## Statement of Policy

Please note, this policy applies only to portfolio-based learning and assessment programmes. Decisions made by the TAQA (Assessor) or IQA (IV) may, from time to time, conflict with the learner's views. If this situation arises, there are procedures to ensure that learners are able to access fair and reliable assessment. The learner must enter his/her appeal within three months of an assessment decision being made. This document details the various steps which need to be followed to resolve any disputes or disagreements.

## 3 stage process:

appa specifies three stages for the management of disputes:

### Stage 1:

- The learner should ask the assessor to explain and reconsider his/her decision, detailing why he/she feels the decision is unfair and any evidence to support this. The assessor must be able to state reasons for the decision with supporting evidence. If the learner is dissatisfied with the explanation and feels that s/he cannot resolve the situation with the TAQA then s/he has the right to proceed to Stage Two of the Complaints Procedure. The TAQA also has the right to progress the complaint to Stage Two with supporting evidence.
- This should not take more than 5 days.

### Stage 2:

- The assessment centre manager investigates and aims to find a solution with the TAQA(s) and learner. This should not take more than 5 days.
- If this solution is not accepted by the learner then the assessment centre manager will investigate and find a solution with the assessor(s), learner and Internal Quality Assurer (IQA). Either party (TAQA or learner) should ask the Internal Quality Assurer to review the evidence and make a recommendation. The IQA should report back to both assessor and learner. If this does not produce an agreement, either party can move to Stage Three.
- If this is still not accepted by the learner then the portfolio goes to the Appeals Panel who will make the final decision.

### Stage 3:

- Either party (TAQA or learner), may ask the Lead IQA to set up an appeal hearing which all three will attend. The Lead IQA will examine the evidence and note comments made by all parties. The Lead IQA will consider all the evidence and make a decision. This appeal will be the final stage in the process for the Assessment centre, and a report will be made available for the learner, TAQA and IQA, and will be copied to the Head of Centre and External Quality Assurer (EQA).
- If learner disagrees with the decision then he/she can appeal to the Awarding Organisation, and a range of policies and procedures are available here:
  - Signature: <http://www.signature.org.uk/useful-documents>
  - OCR: <http://www.ocr.org.uk/i-want-to/admin-guides/>
  - iBSL: <http://www.ibsl.org.uk/html/admin/keydocuments.html>

