

Academic Appeals Policy

SCOPE

The academic appeals procedure is limited to instances where a learner has failed to be approved to receive the certificate for the qualification for which s/he has been examined. The following procedure must be observed for **all** ILC courses, except in the case of the Institute's International Programs where credit is only awarded by an external body. In such cases, appeals concerning award of credit must be taken up with the relevant external institution.

POLICY STATEMENT

This policy and procedure establishes a framework for managing and determining appeals from students in relation to academic matters, decisions and outcomes.

TERMS AND DEFINITIONS

TERM	DEFINITION
Academic Appeal	The process by which a learner may challenge an academic decision they received.
special circumstances	A serious or significant event affecting a student's health or personal life which is beyond the student's control. The events are sufficiently serious enough in nature to result in the student being unable to attend, complete, or submit an assessment on time.

Policy Introduction

Requests for consideration regarding personal difficulties that significantly affect a learner's study should be made through the special circumstances procedure.

The appeals process has two stages:

- Stage 1: Formal process
- Stage 2: Review process

A learner may withdraw an appeal or stop the process at any time in Stage 1 and in Stage 2, by contacting the Quality Assurance Director.

Stage 1: Formal stage

As the first stage in making an appeal, the learner should contact the Acting Quality Assurance Director by completing the Learner Appeals Form (Stage 1). If learners require an alternative format of the form they should contact the Projects Coordinator. This initial contact should be made within 14 calendar days after receiving formal notification of the failure to achieve the qualification for which the learner has been examined. If there are exceptional circumstances, ILC Training may consider accepting an appeal after the 14-day appeal period has expired.

The Acting Quality Assurance Director will acknowledge the request for a review when received. If the Acting Quality Assurance Director requires additional documentary evidence from the learner, it should be provided by the learner within 14 calendar days of the request.

The review will be conducted by the Acting Quality Assurance Director who will consult the relevant Lead Trainer and other persons or bodies, if appropriate.

Following full consideration of the case, the Acting Quality Assurance Director may make one of the following decisions:

- dismiss the appeal giving reasons
- require the Lead Trainer to talk with the trainer who made the decision to reconsider their earlier decision
- require re-examination of the learner's course work and, where relevant, exam papers, under whatever arrangements may be specified by the Quality Assurance Director
- determine such other procedures as appears fair and appropriate in the circumstances.

The review will normally be completed within 21 calendar days of receiving the request for a review or receiving the requested additional documentary evidence. The Acting Quality Assurance Director will advise the learner in writing of the outcome of the review.

If the learner is not satisfied with the outcome, whether the appeal is upheld or not, s/he may consider whether to pursue the appeal through Stage 2 (review process).

If the appeal is taken to Stage 2, the learner will be expected to explain in the Learner Appeal Form (Stage 2) the grounds on which the appeal should be carried forward by stating in what way the appeal had not been fully addressed through the Stage 1 formal process.

Stage 2: Review Stage

On receiving an appeal form, the Director will request the Acting Quality Assurance Director to provide, normally within 14 calendar days, a full written report covering all the circumstances leading to the request for review, a copy of which will be provided to the learner.

The Director will invite the learner to make representations in writing on the written report within a further 7 calendar days, or longer where appropriate, and will then appoint a Reviewer with no prior involvement in the case.

The Reviewer will consider all documents relating to the case, including the report of the Acting Quality Assurance Director, the learner's representations and the results of any further enquiries the Reviewer may make, at his/her discretion. All documents considered by the Reviewer will be made available to the learner.

The Reviewer will issue a written summary containing the findings about the appeal.

The Reviewer will consider:

- the nature and progression through Stages 1 and 2 of the appeal
- the fair and accurate implementation of the Institute's procedures
- the Institute's judgements on the appeal.

ILC Training's Projects Coordinator will assist the Reviewer and prepares the draft summary of the findings and any recommendations.

The Reviewer may make recommendations as to remedies to be adopted or other action recommended to be taken. The Reviewer will provide reasons for the decision.

The Reviewer may terminate the proceedings at any time or determine that an appeal is rejected as vexatious or unjustified.

The Director will communicate the decision of the Reviewer to the learner, in writing, normally within 14 calendar days of the completion of the review, along with a completion of procedures letter.

The decision of the Reviewer is final and will be reported to the Quality Assurance Director.

Related Policies and Other References

Diversity and Equal Opportunity Policy

Malpractice and Plagiarism Policy

Assessment Design and Moderation Policy

Learner Achievement Recording Policy

SEND Policy