

Appeals Procedure

Peep Progression Pathway

Contents

1	Introduction.....	3
1.1	Records of appeals	3
2	Informal discussion	3
3	Formal discussions	3
4	Appeals Procedure.....	4
4.2	Stage One	5
4.3	Stage Two	5
4.4	Stage Three.....	5
Appendix A - Forms.....		Error! Bookmark not defined.
	Learner Appeal Form	

Important note

Delivery Centres who already have an Appeals Procedure in place for learners undergoing assessment may use their own. The system described below is an example Appeals Procedure for Delivery Centres to follow if they do not have one in place. Please contact the Peep Qualifications Manager (pathwayscotland@peep.org.uk) if you require further support and guidance.

1 Introduction

Peep aim to partner with Delivery Centres in providing an open and fair system of assessment at all times. Learners may seek a review of the assessment of their work at any time. Delivery Centres will ensure that there is a simple procedure for this that everyone is aware of. They will ensure that there is no negative attitude by staff towards learners who wish to appeal.

A candidate may use the appeals process if s/he feels that:

- the assessment of their work has been unfair
- the assessment failed to take account of all work presented or completed

1.1 Records of appeals

The **Appeal Forms** should be stored securely throughout the process in accordance with data protection requirements. They should be available to the Peep External Quality Assurance (EQA) Officer on request and during the annual visit to ensure they have been dealt with fairly and properly. This will not prejudice the final outcome of awards to learners. To ensure we continue to learn and improve, Peep will review the appeals that Delivery Centres have received as part of our internal annual review of Peep Progression Pathway delivery.

2 Informal discussion

Informal discussions often resolve issues that arise. Assessors and learners are encouraged to discuss work presented and the assessment made. Assessors should always provide a thorough comment on learners' work to support their learning whether their assessment is '*competent*' or '*not yet competent*'.

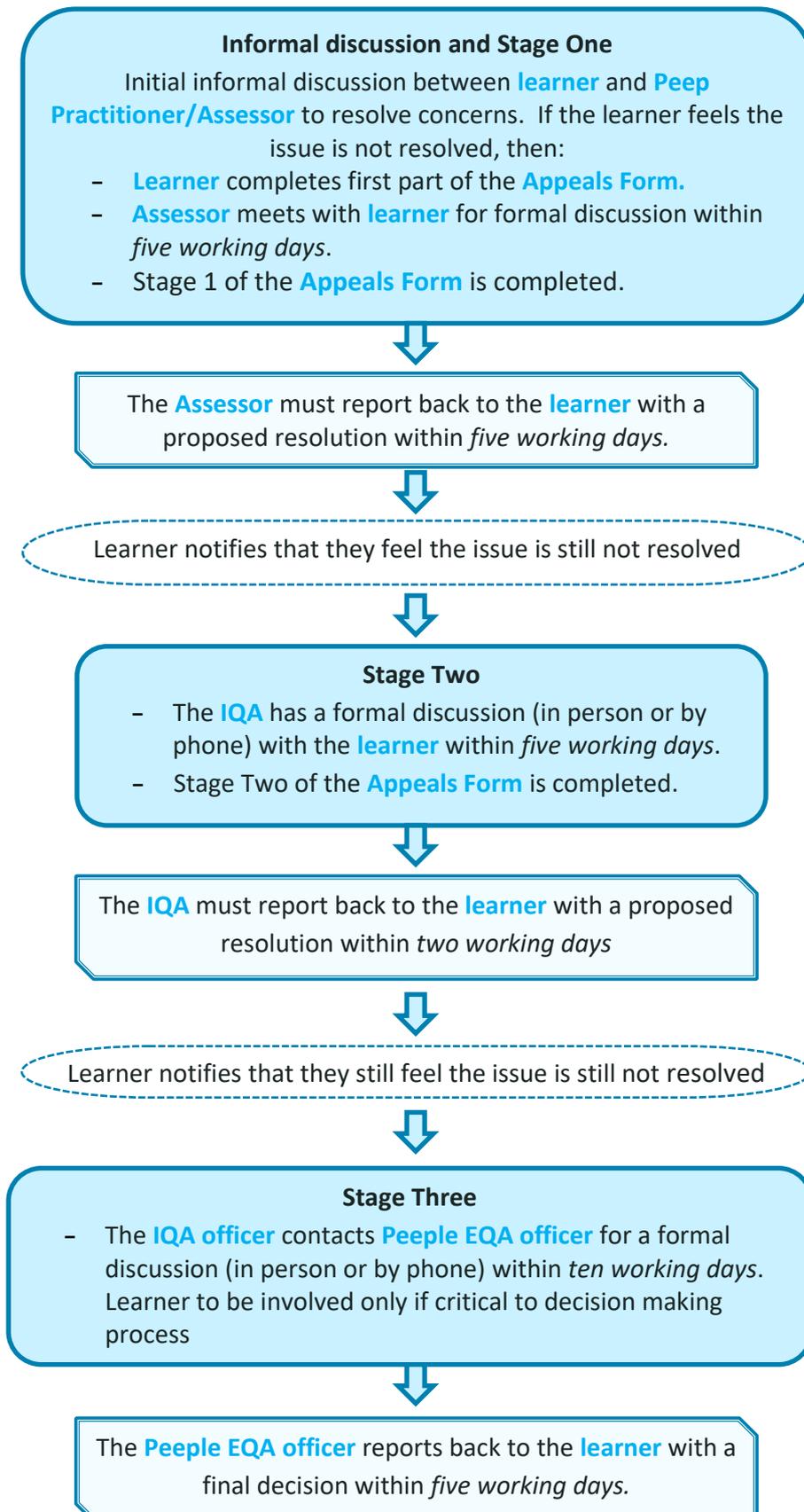
Learners whose work does not meet the required standard will be given opportunities to revise their work and resubmit it. If the learner does not agree with the reason for the assessment, and cannot resolve this in informal discussion, then the learner has the right to the formal appeals process outlined below.

3 Formal discussions

The learner can always ask for someone to accompany them to any appeal meetings for support. The Assessor or IQA Officer can also ask for someone to accompany them to meetings, but this should not be anyone who may be involved in any later stages of the appeals process.

4 Appeals Procedure

4.1 Flow diagram



4.2 Stage One

- The **Learner** completes the first section of an **Learner Appeals Form** and passes it to the **Assessor**. It will be accepted as a paper copy or by email.
- The **Assessor** will arrange a formal meeting with the **learner** to discuss the appeal *within five working days* of receiving the **Learner Appeals Form**. (Note: In the case of absence or holiday, the time commences from the point that the **Assessor** first sees the document.)
- At the end of the discussion both **learner** and **Assessor** must complete **Stage 1** of the **Learner Appeals Form**. This formally records both their views.
- If follow up action is required to resolve the appeal this should be reported to the **learner** *within five working days* of the meeting. This will contain a proposed resolution and timescales for action. For example, this might be for the **learner** to change an aspect of their work for resubmission; or for the **Assessor** to consider alternative action.

If at the end of this process the **learner** feels that their appeal remains unresolved they should proceed to Stage Two.

4.3 Stage Two

- The **Assessor** should pass the **Appeals Form** to the **IQA Officer**.
- The **IQA Officer** will arrange a formal meeting with the **learner** *within five working days* of receiving the **Learner Appeals Form**. (Note: In the case of absence or holiday, the time commences from the point that the **IQA Officer** first sees the document.)
- At the end of the discussion both **learner** and **IQA Officer** must complete **Stage Two** of the **Learner Appeals Form**. This formally records both their views.
- If follow up action is required to resolve the appeal this should be reported to the **learner** *within two working days* of the meeting. This will contain a proposed resolution and timescale for action. For example, this might be for the **learner** to change an aspect of their work for resubmission; or the **IQA Officer** may agree that the **Assessor** could consider alternative action.

If at the end of this process the **learner** feels that their appeal remains unresolved they should proceed to Stage Three.

4.4 Stage Three

- The **IQA Officer** passes the **Learner Appeals Form** to the **People External Quality Assurance (EQA) Officer**.
- On receipt of the **Learner Appeals form** the **People EQA** will arrange a formal meeting *within ten working days*, to discuss the appeal. The **learner** should only be involved in this meeting if it critical to the decision making process. If required, the **learner** could participate in person or by phone.
- In the meeting the **learner** must be given the full opportunity to state the grounds for their appeal, giving evidence where appropriate.
- The **People EQA officer** must provide a written response to the **learner** *within five working days* of the meeting. The response must give details of their decision and the reasons for it.
- The letter will state that this is the final stage of the process.

Appeals Procedure

Learner Appeal Form

Starting an appeal – We recommend you discuss the reason for your appeal with your Peep Practitioner/Assessor before starting the appeals process. If your appeal has not been resolved, please complete the questions below and pass a copy of this form to your Peep Practitioner/Assessor

Learner Name			
Preferred method of contact: <input type="checkbox"/> Email <input type="checkbox"/> Phone <i>(please provide email address or phone number)</i>			
Name of course <i>(e.g. Development of Babies)</i>			
Approx. end date of course			
Name of Peep Practitioner/Assessor			
Have you had an informal discussion with your Assessor about the reasons for your appeal?	Yes / No <i>(Please circle)</i>		
Please give a brief description of the reason for your appeal.	Signature:.....		

Stage 1 <i>(The questions below must be completed by the learner and the Assessor.)</i>			
Date form received by Peep Practitioner/Assessor			
Date of meeting between learner and Assessor			
Details of other people present	Requested by the learner		
	Requested by the Assessor		
Was the assessment checked by an Internal Quality Assurance (IQA) Officer <i>(Peep Manager)</i> ?	Yes / No <i>(Please circle)</i>	Name of IQA Officer	
Was a reasonable adjustment offered to the learner?	Yes / No <i>(Please circle)</i>		
Outcome of discussion – Resolved?	Yes / No <i>(Please circle)</i>		
Continue to Stage 2?	Yes / No <i>(Please circle)</i>		
Comments and/or follow up action from the learner	Signature:.....		

Comments and/or follow up action from the Assessor	Signature:.....
--	-----------------

Stage 2 – Pass this form to the Internal Quality Assurance (IQA) Officer (Peep Manager).
(The questions below must be complete by the learner and IQA Officer.)

Name of IQA Officer (Peep Manager)		
Date form received by IQA Officer		
Date of meeting between learner and IQA Officer		
Details of other people present	Requested by the learner	
	Requested by the IQA Officer	
Outcome of discussion – Resolved?		Yes / No <i>(Please circle)</i>
Continue to Stage 3?		Yes / No <i>(Please circle)</i>

Comments and/or follow up action from the learner	Signature:.....
---	-----------------

Comments and/or follow up action from the IQA Officer (Peep Manager)	Signature:.....
--	-----------------

Stage 3 – Pass this form to the People External Quality Assurance (EQA) Officer.
(The questions below must be complete by the learner and People EQA Officer.)

Name of People EQA officer		
Date form received by People EQA officer		
Date of meeting between IQA officer and People EQA officer		
Details of other people present		
Written response provided to learner	Yes / No <i>(Please circle)</i>	Date

Comments and/or follow up action from the learner	Signature:
Comments and/or follow up action from the Peeple EQA	Signature:
<p>Learner data sharing consent</p> <p>By signing this form I confirm that the details provided are accurate to the best of my knowledge and agree with the following statements (please tick <input checked="" type="checkbox"/>).</p> <p><input type="checkbox"/> I agree that <<name of Delivery Centre>> will keep the personal details on this Learner Appeal form and transfer my data to Peeple. This data will be used by the delivery centre to offer the appropriate support needed to conduct your appeals case. Your data will be stored securely on Peeple’s database for fifteen months to allow us to carry out quality assurance and to respond to appeals queries. For more information, please view our privacy policy at https://www.peeple.org.uk/privacy-policy.</p> <p>I confirm that the details I have provided on this form are accurate to the best of my knowledge.</p> <p>Learner Signature Date</p>	