



Assessment and Appeals Procedure

Date of authorisation:	August 2024
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Last amended:	August 2024
Date of next review:	August 2025

1. Purpose

The purpose of this policy is to outline the procedures for assessment and appeals at Alpha Training. It ensures that all assessments are conducted fairly, consistently, and transparently, and that learners have the opportunity to appeal assessment decisions if they believe they have been unjustly assessed.

2. Scope

This policy applies to all learners enrolled in any course or program at Alpha Training. It covers all aspects of the assessment process, including assignments, exams, practical assessments, and projects.

3. Principles

The assessment and appeals process at Alpha Training is based on the following principles:

- **Fairness:** Ensuring equal opportunity for all learners to demonstrate their competencies.
- **Transparency:** Clearly communicating assessment criteria and procedures to learners.
- **Consistency:** Applying the same standards across all assessments and learners.
- **Confidentiality:** Protecting the privacy of learners throughout the process.
- **Accessibility:** Providing a straightforward and accessible appeals process for learners.

4. Assessment Procedures

4.1 Assessment Design

1. **Criteria Alignment:** All assessments will be designed to align with the learning objectives and outcomes of each course.
2. **Diverse Methods:** A variety of assessment methods will be used to accommodate different learning styles, including written tests, practical evaluations, and projects.
3. **Clear Instructions:** Assessment instructions and grading criteria will be provided in writing to all learners at the start of each course.

4.2 Assessment Conduct

1. **Integrity:** Assessments must be conducted under conditions that ensure academic integrity.
2. **Supervision:** All examinations will be supervised by qualified personnel.
3. **Feedback:** Constructive feedback will be provided to learners within a specified timeframe after the assessment.

4.3 Grading

1. **Marking Scheme:** A standardised marking scheme will be used to ensure consistency in grading.
2. **Moderation:** Assessments may undergo a moderation process to verify fairness and consistency in marking.
3. **Publication of Results:** Results will be communicated to learners through the official Alpha Training learning management system within two weeks of the assessment date.



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5. Appeals Procedure

5.1 Grounds for Appeal

Learners may appeal an assessment decision based on one or more of the following grounds:

1. **Procedural Error:** A failure to follow assessment procedures that may have impacted the outcome.
2. **Assessment Error:** A clear error in the calculation or recording of marks.
3. **Bias or Prejudice:** Evidence of bias or unfair treatment by the assessor.
4. **Extenuating Circumstances:** Situations outside the learner's control that may have affected their performance and were not previously disclosed.

5.2 Appeals Process

Step 1: Informal Resolution

- **Initial Discussion:** Learners are encouraged to discuss their concerns with the assessor or course instructor within five working days of receiving their results.
- **Resolution:** If the issue is resolved informally, no further action is needed.

Step 2: Formal Appeal

If the issue is not resolved informally, the learner may submit a formal appeal:

1. **Submission:** Learners must submit a written appeal using the official Appeals Form available on the Alpha Training website. The appeal must be submitted within ten working days of the informal discussion outcome.
2. **Documentation:** The appeal must include:
 - A detailed explanation of the grounds for appeal.
 - Any relevant supporting documentation, such as medical certificates or evidence of procedural errors.
3. **Appeals Panel:** The appeal will be reviewed by an Appeals Panel comprising the following members:
 - An independent academic staff member not involved in the original assessment.
 - A representative from the Student Services Department.
 - A subject matter expert, if applicable.
4. **Review Process:**
 - **Investigation:** The Appeals Panel will investigate the appeal, which may include reviewing assessment materials, consulting with the original assessor, and considering any additional evidence.
 - **Decision:** The panel will make a decision within ten working days of receiving the appeal. This decision may include upholding the original assessment, adjusting the grade, or offering a re-assessment.
 - **Notification:** The learner will be notified in writing of the panel's decision and the rationale behind it.

Step 3: Final Appeal

If the learner is dissatisfied with the Appeals Panel's decision, they may submit a final appeal to the Academic Director:

1. **Submission:** The final appeal must be submitted in writing within five working days of receiving the panel's decision.
2. **Review by Academic Director:** The Academic Director will review the entire case, including all documentation and previous decisions. The Academic Director's decision is final and will be communicated within ten working days.



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6. Confidentiality and Record Keeping

1. **Confidentiality:** All information related to appeals will be handled confidentially and shared only with individuals directly involved in the appeal process.
2. **Record Keeping:** A record of all appeals, including the outcome and any actions taken, will be maintained for a minimum of five years for quality assurance purposes.

7. Continuous Improvement

Alpha Training is committed to continuous improvement of its assessment and appeals procedures. Feedback from learners and staff will be regularly collected and used to enhance future assessment practices.

8. Policy Review

This policy will be reviewed annually to ensure it remains relevant and effective. Changes will be communicated to all stakeholders via the Alpha Training website and official communication channels.



Assessment and Appeals Procedure

Appeals Form

Learner Name: _____

Course Name: _____

Assessment Title: _____

Grounds for Appeal:

TICK WHICH APPLIES	TICK
• Procedural Error	
• Assessment Error	
• Bias or Prejudice	
• Extenuating Circumstances	

Details of Appeal (attach additional pages if necessary):

Supporting Documentation:

(Please list all documents attached to this form)

Date Submitted: _____

Learner Signature: _____



Assessment and Appeals Procedure

Alpha Training will make every effort to ensure that assessments are valid, reliable and standardised. Assessors and candidates will be made familiar with the criteria on which the assessment is based. This will be made at the induction stage. If there is more than one assessor making the same assessment on the same group of candidates, a moderating exercise will be undertaken to ensure that judgment is consistent.

If an appeal is requested the procedure is detailed below.

Stages

- 1) The candidate informs the Assessor and/or the Tutor that they are dissatisfied with the assessment outcome. Usually, any informal discussion will hopefully resolve any disagreement at this stage. The candidate will then be given two weeks to inform the verifier.
- 2) If the disagreement is not resolved, then the Internal Verifier, Assessor and/or Course tutor will all meet together with the candidate in order to discuss a way of resolving the matter. If the Assessor or the Internal Verifier is also the Candidates Tutor, the candidate is allowed to choose either a close friend or another member of the academy as support. At this stage we aim to resolve the issues with agreement. When the stage two appeal is reached this will be recorded for future reference.
- 3) If the appeal is still not settled a meeting will be held with the Manager of Alpha Training, the candidate, the Assessor and the Internal Verifier at separate times in order to discuss their points of view. At this time, the candidate can still be supported by a person of their choice. The Internal Verifier and Manager will then make a decision whether a re-Assessment should be made or to stay with the original assessment decision. If advice is needed from the External Verifier, at this stage, a decision should be made to inform them of the situation.
- 4) If the decision from the stage three appeal is not agreeable to the candidate and they are still dissatisfied they should then inform the Manager who will inform the External Verifier who will then arrange a meeting with a competent Assessor or Internal Verifier who are not involved occupationally. The candidate and the Assessor involved, both have a right to be heard by this committee. The candidate may choose to have the support of their Tutor or friend. The decision of this committee is final.

We aim to resolve all appeals within four working weeks and this appeal system will be monitored throughout and recorded.