



Learner Appeals Procedure

LTC North East Ltd is committed to equal opportunities, providing a fully comprehensive service our learners and providing a high standard of training, assessment and internal quality assurance. LTC North East Ltd aims to protect the interests of learners at all times using the following criteria;

- * All learners must be assessed against the agreed and published criteria.
- * Assessment decisions must be made by assessors who are fully trained and appropriately qualified to make such decision.

It is recognised that, in exceptional circumstances a learner may wish to appeal against recommendations or decisions relating to assessment. LTC North East appeals policy and procedure aims to ensure that all assessment is conducted fairly and in line with specified requirements and also in line with the requirements of the relevant Awarding Body.

LTC North East Ltd will support a learner's appeal to the relevant awarding body where it is deemed appropriate to do so. However, we will do so only after our own internal appeals procedure has been exhausted.

Any appeal made by a learner relating to assessment decisions should be made to LTC North East Ltd within **10 working days** of the initial assessment. This exhausting the centre's own procedures as stated above. This is to ensure that LTC North East can act in the most timely and efficient manner, and whilst the optimum amount of information and evidence is available. The following procedures summarise the key points of this policy and the action that may be taken in such exceptional circumstances.

Appeals Against Assessment Decisions – Internal and External

LTC North East Ltd appeals policy enables learners to make a formal appeal against a recommendation or assessment decision relating to;

- * the mark or grade for an individual item of coursework for example, worksheets and case studies
- * the final result of any element of assessment
- * the application of a Reasonable Assessment Adjustment or Special Consideration
- * the external assessment (according to the Awarding Body's Criteria)
- * the final overall internal/external assessment decision for a unit or qualification

Grounds for Appeal

- * the assessments were not conducted in accordance with the approved centre regulations
- * an agreed Reasonable Assessment Adjustment proved to be inappropriate or insufficient
- * disagreement with the outcome of a Special Consideration request
- * medical or other extenuating circumstances arising during the assessment process which affected the learner's performance (written evidence from the assessor or GP must be provided)
- * inappropriate or irregular behaviour on the part of the assessor

Appeals Procedures

Stage 1: Learners should initially speak to their Course Tutor regarding any concerns that they have regarding their assessment process. If the Course Tutor is also the Assessor, then learners should pass their concerns directly to Graeme Morgan, Director, LTC North East Ltd or to Iain Morgan, Internal Verifier for RLSS Awards.

Please note: The appeal should be made as soon as possible after the assessment, preferably on the same day, but within 5 working days is acceptable.

Stage 2: LTC North East will contact the relevant assessor in order to resolve the complaint expeditiously – and preferably on the same day as the assessment.

Stage 3: A written appeal should be made by the learner directly to LTC North East Ltd, who will then assess the appropriate course of action. The learner will receive a response to this within 14 days. If the appeal is concerned with an external assessor, LTC North East Ltd, will, where appropriate, support the learner's appeal with an external Awarding Body.