

Assessment Appeals Policy – Candidate/Learner

1. Policy Statement

Immerse Medical Training LTD supports the right of candidates/learners to appeal against any assessment or malpractice decision or error made by Immerse Medical Training LTD or our employees. Immerse Medical Training LTD is committed to ensuring that whenever its assessment employees assess a learners' work for any qualification this will be done fairly, consistently and in accordance with the specification for the qualification concerned, in order that all learner work is produced and authenticated according to the requirements of the appropriate awarding organisation.

Assessments will be conducted by staff with appropriate knowledge, understanding and skills, and consistency will be assured through processes of internal quality assurance and standardisation. If a learner has reason to believe that this may not have happened in relation to his/her work, he/she may make use of the assessment appeals procedure.

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2. Purpose

- To enable the learner to enquire, question or appeal against an assessment or malpractice decision.
- To attempt to reach agreement between the learner and the assessor/centre at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness.
- To facilitate a learner's ultimate right of appeal to the awarding organisation, where appropriate.
- To protect the interests of all learners and the integrity of the qualification.

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3. Scope

All Immerse Medical Training LTD employees and candidates / learners enrolled on a qualification programme or certified training course.

To process final appeals for assessment and malpractice decision made against candidates/learners.

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4. Roles and Responsibilities

4.1 Centre Manager:

The centre manager will lead the investigation and manage the appeals process, ensuring the candidate/learner is kept informed of progress at all stages of the appeal.

4.2 Centre Manager

To write the policy and review yearly.

4.3 The Assessor/trainer

The assessor/trainer will fully support the appeals process and provide necessary paperwork to enable the appeals board to make a fair decision.

4.4 Candidate/Learner:

The candidate/learner making the appeal will provide necessary information to enable the appeals panel to make a fair decision.

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5. Policy Implementation - Procedures

Immerse Medical Training LTD inform the learner at induction, of the Appeals Policy and Procedure.

5.1 Informal appeal

The candidate/learner should make an attempt to resolve the concern with the trainer who delivered the course, or the assessor that made the assessment decision to come to a mutually agreed outcome.

In the case of a summative assessment decision, i.e. end of course decision, the student can approach the Centre Manager and/or the assessors IQA. No formal appeal will be considered until this informal attempt at resolution has been made. The informal resolution should be made within 1 year of completion of course and assessment decision.

5.2 Reasons for appeal

An appeal may be made against an assessment decision relating to:

- The mark for an individual item of coursework such as a worksheet or case study, if the qualification is graded.
- The final result of any element of assessment, such as a practical assessment or multiple-choice question paper.
- The final overall assessment decision for a qualification.

An appeal can be made if the candidate/learner believes that:

- The assessment was not conducted in accordance with the centre's regulations and/or the awarding bodies assessment guidance, such as in the access to or process of assessment.
- An administration error occurred at some stage during the assessment process.
- Medical or other extenuating circumstances arose during the assessment process which affected the learner's performance and of which the assessor was not aware when making the assessment decision.
- There was inappropriate or irregular behaviour on the part of the assessor.

5.3 Formal Appeal –Stage One

In the first instance the learner should discuss the reason for the appeal with the assessor or internal quality assurer (if one is present at the assessment) on the day of the assessment (or as soon as possible thereafter).

5.4 Formal Appeal - Stage Two

If no satisfactory outcome is reached in stage one, then a written appeal should be made to Immerse Medical Training LTD, within 7 days of the assessment, where a learner appeal form (appx 1) will be issued. Within 7 days of receiving the learner appeal form (appx 1) the learner will formally notify Immerse Medical Training LTD of their appeal via the submission of a completed learner appeal form and the inclusion of any relevant supporting evidence (appx 1).

A formal investigation will be conducted by the centre's internal quality assurer to determine whether the processes used during the assessment were compliant with the requirements of the awarding organisation and if the outcome is justified. The appointed internal quality assurer will then provide the centre manager with the findings of their investigation to enable them to make an informed decision.

A written response will then be sent to the learner within 5 working days of the date of receipt of the written appeal. The result of the appeal will be made known in writing to all parties concerned, together with a notification of any changes made to the outcome of the assessment for the work in question. The learner will also be provided with details of any changes that have been or will be implemented within Immerse Medical Training LTD assessment procedures because of the findings of the appeal if applicable.

A written record of the appeal will be kept and made and made available to the awarding organisation at its request. If the situation should arise that the internal quality assurer was directly involved in the assessment in question or is unable to conduct the investigation for any other reason the centre manager will appoint another IQA of equal or greater seniority to conduct the investigation.

Immerse Medical Training LTD will forward the appeal to the awarding organisation when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted. Also, should the appeal bring any significant irregularity to light, the awarding organisation will be informed.

5.5 Formal Appeal – Stage 3

If, upon completion of stage 2 of the appeals process, the learner feels that a satisfactory outcome has still not been reached, then a written appeal should be submitted to the awarding organisation for the relevant award. Contact details for the awarding organisation will be made available to the learner by the Immerse Medical Training LTD.

The awarding organisation will investigate the matter thoroughly and respond in writing. Evidence may be requested in writing, in person or by telephone from the learner during the investigation.

Should the learner be dissatisfied with the outcome of Stage 3, they may request an appeal review by the awarding organisation's governing body. All necessary details will be provided by Immerse Medical Training LTD or the awarding body itself.

5.6 Additional Information

Learners are required to notify the centre where the assessment is taking place of any medical problem which may adversely affect the performance in the assessment process, so that a decision can be made for deferral prior to the assessment date. Any request for deferral of practical assessments due to medical reasons must be accompanied by a doctor's note.

After work has been assessed and undergone internal quality assurance it may be externally quality assured by the awarding organisation to ensure consistency between approved centres. External verification may change the assessment decision made internally although this is outside of the control of Immerse Medical Training LTD and is not covered by this procedure. Any appeal regarding an external quality assurance decision needs to be made directly to the awarding organisation in line with its own appeals procedure.



Immerse Medical Training LTD will keep appeals records for inspection by the awarding organisation for a minimum of 18 months and will monitor appeals to inform quality improvement.





Appendix 1: Learner Appeal Record – Stage 1

Learner Signature:		Date:
Assessor Signature:		Date:
Assessor decision stage 1		
		
Date appeal received:	Date of reply:	
Does the learner want to move to Stage 2 (written appeal)?		
Yes <input type="checkbox"/>		No <input type="checkbox"/>
Assessor: Please provide learner with a written copy of the appeals policy and the written appeals form		



Appendix 2 – Learner Appeal Form – Stage 2

Learner Appeal Details	
Name of Learner:	
Learner Ref No:	
Programme Title:	
Name of Trainer/Assessor:	
Name of IQA:	
Date of Assessment:	Units Appealed:
Stage 2: Learner's Appeal Information Please describe why you want to appeal the assessment decision.	
Learner's Signature _____ Date _____	



Internal Quality Assurer Investigation

Date written appeal received _____

Findings and Recommendations

Please ensure all evidence is available for the centre manager / lead IV to make an informed decision.

IQA Signature _____ **Date** _____



Centre Manager / Lead IQA

Date written IQA Investigation Report received _____

Notes

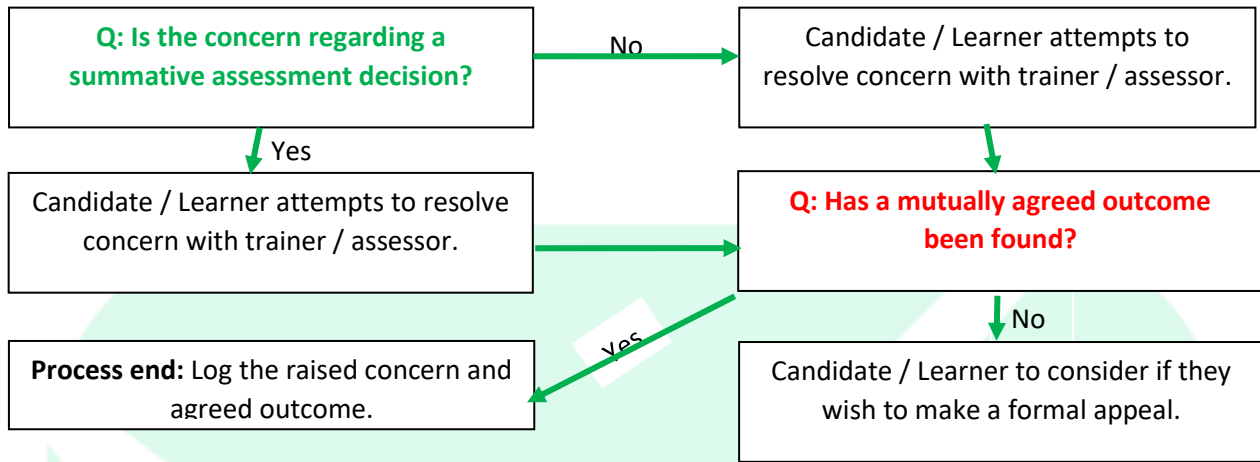
Decision

Appeal Successful

Appeal Unsuccessful

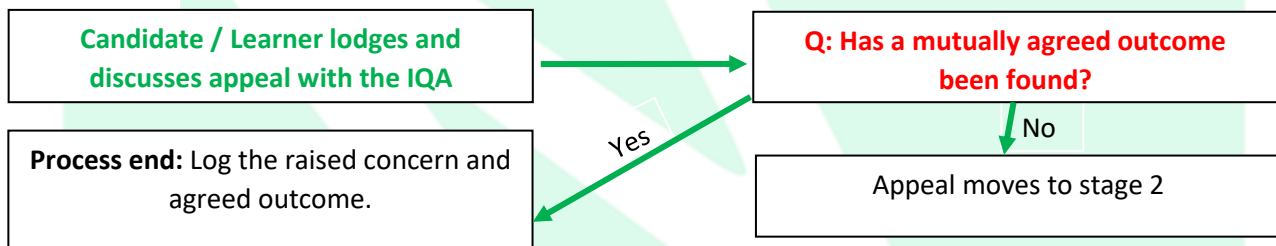
Date letter sent to inform appellant _____

Centre Manager / Lead IQA Signature _____ Date _____



No formal appeal will be considered until this informal attempt at resolution has been made. The informal resolution should be made within 1 year of completion of the course and assessment decision.

Stage 1

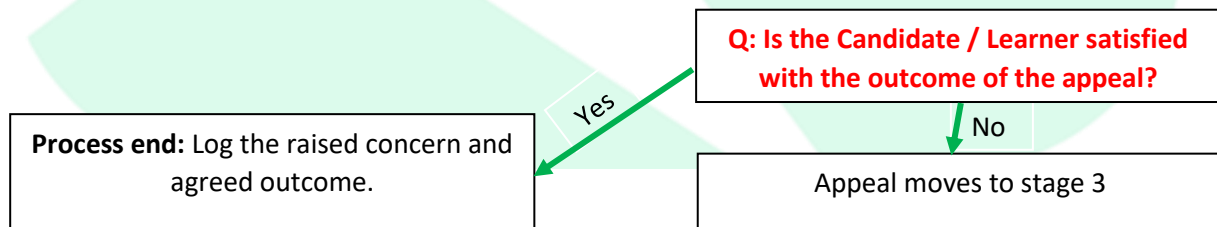


Stage 2

Candidate / Learner makes a written appeal within 12 days of the assessment using the Appeals Form

Appeal is investigated by IQA, who makes a report to the Centre Manager / Lead IQA

Centre Manager / Lead IQA makes an informed decision based on the report and the Candidate / Learner is informed of decision in writing within 5 working days of receipt of the Appeals Form.



Stage 3

Centre Manager provides learner / candidate with contact information of External Quality Assurer allocated to the centre by the Awarding Organisation.

EQA investigates thoroughly and responds in writing. Any appeals from this are referred in the final case by the Awarding Organisation's Lead EQA who will respond in writing.



Signed:

Date: 01/09/21

Review of this version due by: 01/09/22

Reviews

Date	Approved – no changes	Approved – with amendments
04/09/18	M. Hyland – Managing Director	N/A
05/08/2018	N/A	M. Hyland – Managing Director
03/08/2020	M. Hyland – Managing Director	N/A
01/09/2021	M. Hyland – Managing Director	N/A