

## Appeals Policy

We aim to give everyone an excellent experience when dealing with Focal Point, so we welcome your comments, suggestions and feedback about the service you have experienced. Although many issues can be dealt with less formally, this policy provides a formal route for dealing with a decision we have made, with which you disagree.

We aim to ensure that:

- making an appeal is as easy as possible
- the review is conducted in a fair, reasonable and legal manner, ensuring that all relevant information is considered without bias
- we deal with it as promptly as possible, politely and, when appropriate, confidentially
- we respond in the right way, for example by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken
- we learn from appeals that were upheld and use them to improve our service.

Appeals may be made against a range of issues relating to decisions we make:

- Results of assessments as part of an ILM (City and Guilds) endorsed programme or qualification - marked either by Focal Point or the ILM Assessment (ILMA) service for a regulated qualification
- Our decision to decline a request for reasonable adjustments or special considerations
- Decisions as a result of an investigation into plagiarism, cheating or malpractice

### Our Procedure

- If a learner feels they have cause to query an assessment or decision they should approach their trainer/facilitator in the first instance with a view to resolving it at this level
- If, after any action taken the learner remains dissatisfied, all information relating to the appeal will be sent to the internal verifier for review
- The IV will review the appeal following receipt of all documentation and discuss with the learner and the assessor. A decision should be made by the IV within 5 working days and a letter detailing their decision will be sent to the learner by email
- If the learner is not satisfied with the outcome or the IV is unable to reach a decision, the appeal will be escalated to another person (usually a Director or another internal verifier independent of the process so far)
- An appeals meeting will be scheduled within 21 days of the IV escalating it and will involve the trainer/assessor, the IV, the Director or independent person, the learner and the learner's chosen representative if desired

- ☑ Following the meeting the Director will confirm in writing the decision of the panel within 5 working days

If the appeal is upheld we will review any actions we may need to take as a result, to ensure our processes are fit for purpose.

We will keep records of all meetings and stages in the process for 7 years from the resolution or final decision in appeal in line with our data protection policy and privacy notices. You can ask for a copy of our Data Register with details for retention periods from our Support Manager [dstanfield@focalpointtraining.com](mailto:dstanfield@focalpointtraining.com)

If the learner remains dissatisfied with the outcome and is undertaking an ILM (City and Guilds) qualification with us, the Director will refer the case to the ILM Quality Team.

### **Communicating the Policy**

We ensure that all learners and specifically those enrolling on an ILM programme with us have access to a copy of this policy and the accompanying Internal Quality Assurance Policy and Complaints Policy (usually as part of their induction) We also ensure that all our associate trainers and support staff have a copy of this policy when they first join our team.

### **Reviewing the Policy**

This policy will be monitored and reviewed annually.