

Appeals Policy

January 2022

Date approved:	January 2022
Approved by:	Head of Centre
Frequency of review:	Biennially
Next review due:	January 2024

Policy Statement

This policy addresses the situation where Learners may wish to appeal against a decision which has been made concerning a qualification which has been awarded through ASDAN.

Access

Learners and their families/carers are made aware of the existence of this policy at the induction stage and have open access to it. It can be found with Impact North West Ltd policies online at www.impactnorthwest.org.uk. The tutors are made aware of this policy and how to access it in order that Learners can be supported.

This policy is reviewed annually and may be amended in response to feedback from Learners, staff, parents/carers and external organisations.

Policy Statement

All Learners at Impact North West Limited, with appropriate support from parents/carers, have the right to make an appeal about any of the levels received for the qualifications they are undertaking.

If any Learner/parent/carer wishes to appeal a decision, they should follow this procedure:

1. If possible, speak to the member of staff responsible for teaching the qualification in the first instance about the reason why they wish to appeal. This should be done within 48 hours of the wish to appeal.
2. The member of staff has a responsibility to explain to the candidate why he/she received the grade/mark/level. This should be done within 48 hours of the appeal
3. If the Learner/parent/carer is not satisfied with the explanation, the piece of work will be re-moderated by another member of staff also involved with that qualification. This should then be done within 7 days

4. The Learner will be informed of the outcome of the re-moderation by letter. This should be done within the 7 day timeframe

5. If the Learner wants to continue their appeal, he/she needs to contact the Centre Lead, who will provide the Learner with information about the appeals procedure for ASDAN and explain what is involved. The Centre Lead will assist with the completion of any forms and will correspond with the awarding body on behalf of the Learner. This can be done within 1 month of the original appeal

6. Please note: a Learner must have the support of the centre to be able to appeal against a result.

Eastham: 1155-1157 New Chester Rd, Eastham, CH62 0BY

Birkenhead: Unit 1, Tower House, Tower Road, Birkenhead, CH41 1FF

Ellesmere Port: Oasis Youth Centre for Young People, Coronation Road, Ellesmere Port, CH65 9AA

Northwich: Northwich & District Youth Centre, Winnington House, Winnington Lane, Northwich, Cheshire, CW8 4DE

