

Learners Appeals Against Assessment Decisions and Complaints Policy

This procedure should be followed by IAOCR learners who wish to appeal against an assessment of their work by an IAOCR course tutor/assessor or the trainer who delivered the relevant course (external client trainer complaints will be managed directly with the client, separate to this procedure).

1.0 PRINCIPLES

Assessment decisions affect people's lives and career options. The potential for errors by assessors will always exist. If the learner feels strongly that they are the recipient of an error in an assessment decision, they must have recourse to a right of appeal. Such appeals must be dealt with fairly and effectively, in an agreed timeframe. The line manager for the learner will be informed of this situation. Please see section 4.0 for timeline management guidance.

In each learner e-portfolio under the Instructions tab there is a note to explain that should a learner have any queries relating to the assessment process, that this should be sent to the appeals@iaocr.com who will provide support and a copy of this policy.

It is the intention of IAOCR that the assessment process will be transparent, fair, and just for all learners. All learners have the right to appeal against any assessment decision.

This policy describes how you can appeal against an assessment made of your work by an IAOCR tutor/assessor.

Written records will be kept of all appeals.

If you do not understand the procedure, please contact the IAOCR for guidance by email: appeals@iaocr.com

2.0 REASONS FOR APPEALING

Any learner may appeal against an assessment decision if you feel:

- That you have been treated unfairly
- The assessment decision to be wrong or invalid
- The assessment process to be unfair or wrongly implemented
- The assessment or training methods to be unsuitable
- The assessment process to be unreliable or inconsistent
- The course work and content are not consistent with the course outline and delivery of content

3.0 DISSATISFIED BECAUSE YOUR WORK IS NOT RETURNED TO YOU IN A TIMELY MANNER?

During the course with IAOCR you will be given feedback on in-course assignments (if applicable), normally within 15 working days of the trainer/assessor receiving the in-course assignments. If this does not happen, please ask your subject trainer/assessor in the first instance.

If you are not satisfied with the answer you are given, please contact the IAOCR Director of Client Services via the appeals@iaocr.com email address.

If you continue to be dissatisfied, you can make a formal complaint by writing to the IAOCR Chief Quality and Client Officer, copying in your own line manager, stating in detail the basis of your complaint (i.e. your full name and learner number, the course you are studying, the assignment for which you have not received feedback, and the date of submission).

4.0 DISSATISFIED WITH THE ASSESSMENT OF YOUR COURSE WORK OR DELIVERY OF TRAINING COURSE MATERIAL

4.1 Training Delivery

If you do not feel that the training delivery matches the objectives of the course you are taking or the training delivery has not enabled you to fully meet your required learning outcomes, this must be addressed with the IAOCR Director of Client Services, via the appeals@iaocr.com email. Please clearly state the reasons for your complaint and provide examples to support this evidence. Any other issues specific to the training delivery that have caused your concern should be managed in a similar manner.

4.2 Assessment of Work

Stage 1 Your trainer/assessor should explain to you how your e-portfolio of work will be assessed early in the course, during the initial training session. If your trainer/assessor has not done this, then ask to ensure this is clear.

You must complete all your e-portfolio of work within the deadlines given. You will be informed of the timelines at point of registration or during the 1st session with your trainer. Should you, at any point, feel that you are unable to meet these timelines, please discuss with the trainer/assessor as early as convenient.

If you are not satisfied with the assessment of your e-portfolio of work, please first ask the trainer/assessor who assessed your work to explain the basis for their decision.

Stage 2 If you are still not satisfied, explain in writing to your trainer/assessor (by email) and say that you wish to appeal against your assessment. Please do this within five working days of your first discussion.

Your trainer/assessor will consider your appeal and will give you a written response (by email) within five working days. An Appeal Form (Appendix 1) will be included in that response. You can, at this point, still decide if you do not want to continue the appeal, if not, there is no need to take further action.

Stage 3 If after stage 2, you continue to disagree with your trainer/assessor's assessment and feedback received from Stage 1, please complete the Appeal Form and send it within 15 working days of receiving your trainer/assessor's written response, to the IAOCR Director of Client Services.

The IAOCR Director of Client Services will arrange for an IAOCR Internal Verifier to check assessment of your portfolio of work. The Internal Verifier will consider:

- Your assessed work
- The trainer/assessor's opinion of the assessed work

- The trainer/assessor's explanation of the assessment decision
- Your opinion
- Email trail/e-portfolio comments between the learner and trainer/assessor

You will be given a response within 15 working days of your appeal being received. The judgement of the Internal Verifier will be final.

5.0 COMPLAINTS PROCEDURE

IAOCR aims to offer a high-quality service. If you feel we have not got it right, it is important you let us know.

In the first instance please contact the person in question that you have dealt with and let them know the nature of your complaint. If you do not feel comfortable doing this, please contact appeals@iaocr.com to outline the nature of your complaint.

We will ensure you receive a response as soon as possible, however if the complaint is of a more complex nature, some investigation may be required, and we will ensure you are given an initial response within 5 working days.

5.1 Making a Written Complaint

If you are still not satisfied with our response or wish to raise the matter more formally this can be addressed to the IAOCR Chief Quality and Client Officer via the appeals@iaocr.com email address.

All written complaints will be logged and you will receive acknowledgement of your complaint within 3 working days.

Our aim is to investigate the complaint in full and you will receive a response within 10 working days, which will let you know how we will deal with the complaint.

In the event you still remain dissatisfied please let us know this and we will ensure the complaint is discussed at the next executive meeting and a decision will be made as to what further actions will be required to resolve the complaint. You will be informed of the outcome of this meeting.

Appendix 1 - Appeal Form

Title or description of the Assessed work or Training course

Learner's Name

Trainer/Assessor's Name

Brief description of reason for the appeal

Signature (learner)

Feedback and decision by the Internal Verifier

Signature (Internal Verifier)

Attach to this appeal form

- *Your original work*
- *Your explanation in writing outlining why you are not satisfied with your mark/grade*
- *The written explanation of the mark or grade from your trainer*



Tracking Record

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