

STUDENT APPEALS – POLICY AND PROCEDURE

Introduction

Separate to our Complaints Procedure, our Student Appeals Policy is designed to provide all Students with a system which allows those who wish to appeal their grade. This Policy and Procedure sets out Advantage One Academy's approach to submitting and considering appeals. Students who wish to appeal their assessment results or a decision affecting their learning, should either be supported by their Trainer, or should have exhausted their Trainer's own appeals process before appealing to the Academy Manager.

Scope

This Policy applies to all Students of Advantage One Academy, who have completed accredited courses, with subsequent assessments, delivered by our recognised Trainers.

Appeal Causes/Reasons may be made in relation to:

- The results of assessments
- Decisions regarding Reasonable Adjustments and Special Considerations
- Decisions relating to any action to be taken against a Learner or our Academy, following an investigation into Malpractice or Maladministration
- Where evidence suggests Advantage One Academy did not apply procedures consistently, or that procedures were not followed properly and fairly.

Advantage One Training Academy Responsibility:

Advantage One Training Academy will have a clearly promoted our Appeals Policy and Procedure, ensuring it is transparent and accessible, providing named contacts, with related necessary information, in order that appeals from Students can be received, considered and decided upon in a professional and timely manner.

All Academy Employees must be fully informed of the contents of Advantage One Academy's Policy and Procedures in relation to appeals.

Internal Appeal Process:



All Appeals must be made in writing to Advantage One Academy Head Office, starting within 14 days of assessment result, using the Student Appeals form, either electronically or by hard copy.

If you are unable to use the form, or need help in completing your Appeal, please contact Advantage One Academy Head Office.

In addition to your Contact and Course details, all relevant reports, documentation and supporting evidence should also be provided. Information submitted must include:

- Assessor Name, with Date and Time of Assessment, along with Title of the Advantage One Academy qualification
- Reason or Cause for Appeal
- Full nature and details of the Appeal.
- Date of any report and the name and signature of the appellant.

Advantage One Management will acknowledge the Appeal within 3 days and begin the Appeals process.

Please note that in some cases the review processes may take longer than detailed, as we always wish to complete Reviews as thoroughly as possible. In such instances Advantage One Academy will contact all parties concerned to inform them of the revised timescale.

Stage 1 – Assessor Appeal

At the 1st Stage Advantage One Academy will undertake an assessment of all potential appeals, to ensure the application is complete and to ascertain if the issue can be resolved by your immediate Assessor.

Advantage One Academy will direct your Appeal directly to your Assessor, unless the reasons for the Appeal directly involve the actions of the Assessor; in which case the Appeal will be held by another qualified and experienced Assessor or Manager..

Your Assessor will conduct a review of your file, taking into account the details within your Appeal. The findings, along with an appropriate response will be provided within 10 days of the start of the Appeals process to either:

- Amend the original decision in consideration of any new evidence, or
- Confirm the original decision and in doing so provide the rationale for this decision

Advantage One Academy will request confirmation of the decision being notified to confirm if this decision is accepted or, if requested to proceed to Advantage One Academy Stage 2 appeal process. Upon notification, Stage 2 must be requested within 10 days.

Stage 2 – Invigilator Appeal

If Students are dissatisfied with the outcome of the Stage 1 process, the Appeal can proceed to Stage 2.

The Stage 2 appeal will review all the evidence submitted in Stage 1, any additional evidence that might have emerged and whether Advantage One Academy has applied procedures fairly, appropriately and consistently in line with this policy.

The Stage 2 review process may involve:

- A discussion with the appellant or the affected Student(s) and any Advantage One Academy personnel.
- A request for further information from the appellant, the Student(s) or Advantage One Academy personnel.

Your Invigilator will conduct a review of your Appeal, taking into account the details presented, including that of interviews and investigations. The findings, along with an appropriate response will be provided within 10 days of the start of Stage 2 Review process to either:

- Amend the original decision in consideration of any new evidence, or
- Confirm the original decision and in doing so provide the rationale for this decision

If you believe that the processes of Stage 2, or feel that the Appeal process (Stage 1) was not being conducted fairly, thoroughly, or in line with our Company Policies or Ethics, you may raise your Appeal to the final Stage, Stage 3:

Stage 3 – Appeal to Head of Training

Stage 3 is designed to ensure that all Investigations have been in line with Company Systems, Policies, Procedures and Ethics, ensuring that all Personnel have conducted the review as open as possible.

The Stage 3 review process may involve:

- A discussion with the appellant or the affected Student(s)
- Interviews with any Advantage One Academy personnel.

The Head of Training will conduct a review of the processes followed during Stage 1 and 2. The findings, along with an appropriate response will be provided within 10 days of the start of Stage 3 Review process to either:

- Amend the original decision in consideration of any new evidence
- Confirm the original decision and in doing so provide the rationale for this decision

In the event our Processes have not been followed, or amendment needs identified, we may also:

- Amend Processes, or assess Training levels of Academy Personnel

The decision of Stage 3 is final.

Where an appeal is upheld:

In situations where an appeal has been upheld, Advantage One Academy will give due consideration to the outcome and will, as appropriate, take actions such as:

- Amend the record of the Student(s) concerned.
- Identify any other Students who may have been affected and correct or, where it cannot be corrected, mitigate as far as possible the effect of the any finding.

Advantage One Academy should find any failure in its assessment process we will take steps to:

- Identify any Student(s) affected by the failure
- Correct or, where this is not possible; mitigate as far as possible the source of any failure, taking steps to ensure that the failure does not recur in the future.

Fees:

Advantage One Academy will charge Students a fee to cover the administration costs where the appeal about a result is not upheld. Fees are invoiced at the time of application and reimbursed where the appeal is upheld. Fees are invoiced at £25 per Appeal.

Contact details:

You can find all relevant Contact information, Email details, Phone numbers, along with the Appeals form, on our website www.advantage1.co.uk.

If you wish to discuss any aspect of this policy and/or have a related query, please contact the Head of Training at Advantage One Head Office.

Appealing to the Awarding Body:

If you are dissatisfied with the outcome of your appeal, you may appeal next to the Awarding Body.



Highfield Awarding Body for Compliance (HABC) and their appeal policy can be located on their website: www.highfieldabc.com. Alternatively please speak to the HABC team on 0845 2260350.

Should you address your appeal to HABC and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of Advantage One Training Academy or HABC will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

The following relates to appeal regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make a appeal and you have exhausted the procedures of Advantage One Training Academy, HABC as the Awarding Organisation, and the relevant qualification regulator then you do have one final route of complaint. Please contact the Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: www.spsso.org.uk.



JAUPT, 9 Warren Yard, Wolverton Mill Milton Keynes, MK12 5NW 01908 787000

Complaints & Whistleblowing

If you have a complaint about the conduct of an approved centre or wish to report issues about a periodic training course you attended such as:

- short delivery
- poor quality training
- inappropriate content
- unsuitable venue
- drivers not engaging in training
- other

Please email DVSA using DCPC_CC@dvsa.gov.uk with as much detail as possible. If you can, please include:

- Centre name & address
- Training venue address & trainer name
- Course date
- Timeline/details of events

DVSA take complaints about periodic training very seriously and will investigate according