



Learner Appeals Policy 2023

Policy Promotion and Engagement

All staff working for eVolve your future Ltd are required to read our policy documents and sign to confirm that they have done so.

EYF policies are reviewed annually unless there is a legislative or ethical reason for change to policy during the year. All colleagues are provided with an update document detailing any changes that have occurred following the last review. Each review is dated and version controlled. These changes are discussed in Team meetings with all staff and the understanding of these updates is also confirmed by a signature sheet.

Policies are in place to ensure that the company and it's staff are compliant with statutory legislation, partner regulations and the company specific requirements.

All relevant Policies can be accessed from the eVolve your future website, found at:

www.evolveyourfuture.co.uk

Learners are made aware of the availability of these policies when they are signed up to our courses.

Policies are available to partners on request.

1. Purpose

The purpose of this procedure is to ensure that learners and apprentices have access to due process if they are dissatisfied with assessment decisions. The Appeals Procedure must be instigated within 20 days of the receipt of the appeal.

2. Learner Appeal

Where a learner is dissatisfied with an assessment decision:

1. An informal discussion between the Learner and Assessor should take place. The substance and outcome of this meeting should be recorded. If the Learner feels that they are unable to approach the Assessor, then they should ask to meet with another member of the eVolve Your Future's team.

If the Learner is still dissatisfied, then:

2. The Learner should complete an Assessment Appeals form (these can be found in the induction pack). This will be passed to the Internal Quality Assurer (IQA) who will arrange a meeting with the Learner, Assessor and IQA, within 5 working days of receipt of the appeals form. The substance and outcome of this meeting should be recorded.

If the Learner is still dissatisfied, then:

3. The Appeal will be progressed by the Quality Improvement Coordinator who will contact the awarding organisation of the appeal. The Learner can also contact the awarding organisation directly and thereafter the Regulator (all details will be provided by eVolve Your Future).
4. For Automated Assessment:

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- Assessments are undertaken using automated testing software which has been approved by the International Computer Driving License (ICDL) Foundation. In the event of a Learner raising a complaint the assessment report that will have been produced by the system will be fully discussed with the Learner
- An action plan will be agreed and a further assessment date scheduled. In some circumstances the Learner may be offered a free re-test (e.g. if there had been hardware or software problems)

Policy Review

This policy is reviewed at least annually by eVolve your future's Managing Director, Kay Brockall.

Date of latest review: December 2022

Signed:

A handwritten signature in black ink, appearing to read 'K Brockall', with a long horizontal flourish underneath.

This policy is next due for review December 2023.