



# Westwood Training and Consultancy

## Appeals Policy

### Purpose

This document sets out WTC's Appeals Policy and procedure and is for learners, staff, applicants, visitors and any interested parties who are engaged either directly or indirectly with WTC activities

### Policy Statement

We value all our learners, staff and visitors, and aim to provide excellent service and training in all aspects of what we do. Therefore, it is important, should you feel you have encountered a level of service that is below what is expected, that you raise any concerns with us immediately so that they can be addressed, and lessons learnt.

The policy outlines the assessment entitlement, identifies and offers guidelines for assessment malpractice and identifies roles and responsibilities of suitably qualified staff in the process of implementing assessment. It also outlines the procedure for appeals against internal assessment of work for external qualifications.

### Scope

This policy covers appeals that learners, stakeholders, staff, contractors or members of the public may wish to make in relation to the activities of WTC.

Appeals may include both academic and non-academic matters.

If you are unhappy about the way an assessment was delivered and conducted and you suspect malpractice or maladministration may have occurred, you should send your concern to us in accordance with the arrangements in our Malpractice and Maladministration Policy.

### Appeals

An appeal is a formal request by a learner or a member of staff, here on in known as the appellant, to undertake an investigation (on the grounds outlined below) and to arrive at a decision.



# Westwood Training and Consultancy

Appellants will be kept notified at each stage of the appeal process. The duration of the appeal process is dependent on the nature and complexity of the appeal and the availability of associated documentation. However, an appeal will normally be decided within a three-month period.

## Appeals against Internal Assessment of work for External Qualifications

If a learner disagrees with the outcome of an assessment, he/she may make use of the following appeals procedure:

Appeals may only be made against the process that led to the internal assessment decision and not against the mark or grade submitted by the centre.

Appeals should be made in writing by the learner to the Head of centre and should be made as early as possible and within 2 weeks of the student receiving an outcomes decision.

Please note that in the case of appealing an assessment result, delay may mean that the assessment result has already been sent to the Awarding Organisation it may not be possible to change it.

- You can file an appeal in the following ways:
- a written communication in paper form.
- via email
- by completing the appeals form which can be found in the policy folder on the WTC website.

The written appeal must contain the following information as appropriate,

- The name and contact details of the appellant
- Details of the module and unit
- Names of any other students/staff members the appeal affects
- The decision/outcome that is being appealed
- The grounds for the appeal
- Supporting documentation

The appeal will be passed to the Centre head or Programme lead (whoever is appropriate) who will log it as a appeal on the appeals record sheet and initiate a full investigation, provided they have played no part in the original internal process.

The purpose of the investigation will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding organisation.



# Westwood Training and Consultancy

The investigating member of staff will inform the candidate in writing of the outcome of the appeal, including any relevant correspondence with the awarding organisation and any changes made to the procedure relating to internal assessment. The outcome will also be passed to the complaints coordinator to be logged.

If you feel there has been a conflict of interest, please refer to WTC's Conflict of interest policy.

If you are not satisfied with the response you get from WTC or have reached the end of a process with us, please contact Crossfield's Institute directly. You can contact the Quality Team at: [quality@crossfieldsinstitute.com](mailto:quality@crossfieldsinstitute.com).

Crossfield's Appeals policies can be found on the [Resources](#) section of their website <https://crossfieldsinstitute.com>.

## Enquiries about results (Re-marks)

Where a candidate disagrees with the mark for a particular written exam unit, he/she may request a clerical check or re-mark. This must take place within the timeframe specified by the awarding organisation. The candidate will be required to acknowledge in writing that the grade may be confirmed, raised or lowered and will be responsible for paying the relevant fee at the time of the request.

## Escalating appeals beyond WTC

The WTC Appeals Procedure (appeals against Internal Assessment of Work for External Qualifications) must be followed in cases where a learner disagrees with the outcome of an assessment.

The WTC appeals process must be followed if you are appealing against a formal complaint.

If you are not satisfied with the response you get from WTC or have reached the end of a process with us, please contact Crossfield's Institute directly. You can contact the Quality Team at: [quality@crossfieldsinstitute.com](mailto:quality@crossfieldsinstitute.com).

Crossfield's Appeals and Complaints and Assessment policies can be found on the [Resources](#) section of their website <https://crossfieldsinstitute.com>.

A learner cannot appeal to Crossfield's Institute against individual results or against practices and procedures carried out by an approved centre. The centre appeals process must be followed. The learner may only lodge an appeal with Crossfield's Institute where the centre processes have not been properly administered, and there are grounds for a case of maladministration or malpractice.



# Westwood Training and Consultancy

## Associated Policies

Assessment policy  
Complaints policy  
Appeals form  
Malpractice/Maladministration Policy  
Learner Handbook  
Conflicts Policy  
IQA policy

## Review

The policy will be reviewed in September 2022

We will review this policy and its associated procedures annually as part of our self-evaluation arrangements and/or in response to customer, or regulatory feedback and any trends that may emerge in the types of queries we may have received.