

YSA Assessment Appeals Policy

Introduction

YSA's assessment appeals procedure is intended to help learners who feel that an assessment decision awarded to them is unfair. This policy and procedure applies only to assessment on the course for which they have enrolled.

The policy is not to be used when submitting a complaint about service delivery – see *YSA Complaints Procedure*

All learners have the right to appeal against any assessment decision made that disadvantages them. The learner must be able to evidence why they think or feel they have been disadvantaged by the assessment decision. The appropriate procedure will be explained to learners by way of issuing a copy of the procedure at the induction stage when the first assignment is set.

An assessment appeal must be made directly to the Assessor by the learner in the first. The learner is obliged to follow this policy and procedure and only then, on completion of the process, if still dissatisfied, may be permitted to contact the accrediting body.

Learners will not be charged if they lodge an assessment appeal, but will be charged an administration fee of £25 if the appeal is not found in their favour.

Types of appeal covered by this policy

- Assessment decisions, i.e. pass or refer, applied to the criteria set on the Assessment Task sheets, only where the assessment criteria have not been applied consistently or fairly
- Assessment decisions, as above, taken by a trainee assessor without that decision having been ratified by the supervising assessor.

Assessment Appeals Procedure

Step 1

If a learner disagrees with the assessment awarded s/he should discuss the issue with the tutor/assessor within *seven working days* of receiving the assessment decision and use an *Informal Appeals Form*. The learner and assessor must make an official record of the appeals, even though it is at an informal stage: see *Informal Assessment Appeals Form* and return to the assessor with whom there is the issue.

The reason for appeal should also be written in the candidate comment box of the assessment front sheet, where applicable.

The assessor may respond by phone but will always document the reasons for the decision on the *Informal Assessment Appeals Form* and return to the learner within seven working days, sending a copy to the Director for their course records. It is hoped that a resolution can be found at this stage.

Step 2

If the matter is not resolved to the learner's satisfaction in **Step 1** s/he must complete a *Formal Assessment Appeal Form* after the discussion with the Assessor, within *seven working days* and return it to the Assessor and Director.

The Director will discuss the issue with the learner and other tutors is appropriate and make notes. If necessary the Director will arrange will arrange for the work to be reassessed by another assessor, if deemed necessary. *Seven working days are allowed for this part of the procedure* (to identify the next step as it is unlikely a new assessment date will be made within 7 days however a new date should be arranged in the timescale)

The Director for the course will make notes at these meetings, summarising what is discussed and what action is to be taken. Those involved will sign the notes to agree they are an accurate record and a copy will be retained by each party and a copy to the QAO for the course records. Appeals will be kept on record for the awarding body to view.

Step 3

Following any action taken by the Director the assessment decision will be *communicated to the learner in writing* immediately. The decision is final.

What happens if the learner is not satisfied after this process?

Any appeals decisions not accepted by the learner may contact either the accrediting body or ICYER, India.