



Appeals Procedure for Harmonise Training Academy

Harmonise Training Academy provides a formal route for learners wishing to appeal against an assessment decision.

All learners are assessed against agreed and published Central YMCA Qualifications (CYQ) criteria. Assessment decisions are made by assessors who are trained, and who have a recognised Assessor Award in one of the following:

Level 3 Award in Assessing Vocational Achievement
Level 3 Award in Assessing Competence in the Work Environment
Level 3 Certificate in Assessing Vocational Achievement
SVQ Learning and development Unit D9 – Assess workplace competence using direct methods
SVQ Learning and Development Unit D9I – Assess workplace competence using direct and indirect methods

Areas for Appeal

Learners can appeal against an assessment decision relating to:

- The mark for an individual item of coursework e.g. worksheets and case studies
- The final result of any element of assessment e.g. planning, teaching and/or evaluation
- The external assessment (theory paper)
- The final overall internal/external assessment decision for a qualification

Grounds for Appeal

An appeal may be made if:

- The assessment was not conducted in accordance with the college's regulations
- Medical or other extenuating circumstances arose during the assessment process which affected the learner's performance
- There was inappropriate or irregular behaviour on the part of the assessor

Appeals Procedure

- The learner should firstly discuss the reason for the appeal with the Assessor or Internal Quality Assurer (if possible) on the day of the assessment
- If this does not resolve the appeal the learner should complete the Learner Appeal Form and submit to the Internal Quality Assurer within 5 days from the date of the assessment – include any supporting evidence (see additional notes below)
- The Internal Quality Assurer will investigate the appeal and respond in writing within 7 working days

Stage 2

- If the learner feels that the outcome is unsatisfactory they should complete the relevant section of the Learner Appeal Form and re-submit to the Internal Quality Assurer
- The college will then notify the CYQ External Quality Assurer.
- If the CYQ External Quality Assurer was not present or is unable to resolve the appeal issue, the learner will be directed to the third stage of the appeals process

Stage 3

- The learner should complete a written appeal directly to CYQ Lead External Quality Assurer, who will investigate the matter thoroughly and respond in writing within 21 working days
- If the learner feels that the CYQ Lead External Quality Assurer has been unable to bring the matter to a satisfactory conclusion, the appeal may be referred directly to the CYQ Director of Awarding

Stage 4

- The learner may be offered a formal appeals hearing. This will be conducted within 6 weeks and will be conducted by the appeals panel
- Provision of an appeals hearing will incur a nominal fee. The fee will be refunded if the appeal is upheld

Additional Notes

- It is extremely difficult to investigate appeals without impartial evidence. Therefore appeals against referrals in practical teaching based solely on the learner's disagreement with the assessor's decision will only be considered when accompanied by a video recording
- The learner has the right to video any aspect of their assessment using their own video recording equipment provided it does not interfere with the assessment process, other learners or the assessor's ability to carry out their role(s)
- It is the responsibility of the learner to arrange a video operator
- It is the responsibility of the learner to notify the centre where their assessment is taking place of any medical problem which may affect student performance adversely in the assessment process, so that a decision can be made for deferral, prior to the assessment date
- Theory papers that are externally assessed by CYQ are marked electronically and sampled regularly
- Appeals against referrals in the external theory result can result in the following action:
 1. Investigation into the centre's invigilation procedures/delivery
 2. Hand marking of the theory papers
 3. Investigation into the content of the theory paper by CYQ Senior Qualifications Manager