# **The Young Foundation appeals policy and process**

## **Introduction**

This policy is for students, tutors, mentors, and approved organisations who are working towards or delivering the qualifications offered by The Young Foundation.

This policy relates specifically to appeals in relation to assessment outcomes. There is a separate complaints policy and process (available on our website) for all other issues relating to course delivery.

### Appeals handling

All appeals will be referred to the lead assessor responsible for Internal Quality Assurance (IQA). Appeals will be reviewed on a semi-annual basis to ensure any patterns/trends or other issues are identified and processes adapted as required.

A written record of all appeals will be kept by The Young Foundation. This will include the outcome of the appeal and the reasons for the decision. A copy will be given to the candidate.

The awarding body or organisation of externally validated qualifications will be kept informed of all appeals. The body or organisation may become involved at any stage of the appeals process.

### Grounds for appeal

A candidate may appeal an assessment decision if they have reason to believe that we have:

* failed to correctly apply the published assessment criteria or processes
* have made an administrative error in handling the assessment

A failure to comply with the assessment procedures required by the awarding body can also constitute grounds for appeal.

## **Appeals process**

All candidates have the right to appeal an assessment decision. Any appeal should be made within 10 working days of the assessment outcome notification.

Before lodging an appeal, a candidate should discuss the decision with their tutor and agree the basis on which an appeal is being made.

### Stages of the appeals process

#### Stage one

* The candidate submits in writing the grounds on which they are making an appeal
* The original assessor reviews the appeal and provides a written response which will either
  + explain in further detail the reason for the original decision
  + revise the assessment outcome with a written explanation of the reasons for this

If the candidate agrees with the outcome of stage one, the appeal is closed.

If the candidate remains dissatisfied, the appeal moves to stage two.

#### Stage two

A stage two appeal must be made within five working days of receiving the outcome notification from stage one.

* The candidate submits in writing the appeals form (appendix 1) and required supporting materials
* The appeal is referred to the IQA panel for review; the candidate will receive confirmation of the referral within five working days
* The IQA panel will review the appeal within 20 working days of receipt
  + the IQA panel does not re-mark or re-assess submissions
  + the IQA panel will scrutinise the following information in order to reach a decision: the assessor’s original report and subsequent clarification from stage one; the candidate’s appeals form; any other relevant evidence submitted by the candidate
* The IQA panel will reach a decision and communicate this to the candidate within three working days of the panel meeting. Decisions can be either:
  + uphold original assessment decision
  + invite candidate to resubmit free of charge
  + amend assessment decision

If the candidate agrees with the outcome of stage two, the appeal is closed.

If the candidate remains dissatisfied, the appeal moves to stage three.

#### Stage three

A stage three appeal can be made to the awarding body or organisation who will follow their own appeals policy and procedures. Stage three appeals must be made within five working days of receiving notification of the outcome of stage two.

# **The Young Foundation: Stage 2 appeals form**

You must complete this form to submit a Stage 2 appeal. Forms should be submitted to [research@youngfoundation.org](mailto:research@youngfoundation.org) with ‘Stage 2 appeal’ as the subject line.

|  |  |
| --- | --- |
| Candidate name |  |
| Candidate number |  |
| Delivery organisation |  |
| Email address |  |
| Contact number |  |
| Name of qualification |  |
| Date of assessment |  |
| Name of original assessor |  |

|  |
| --- |
| Please provide full details of the reason for your appeal  You must include an explanation of why you disagree with the additional information provided through the Stage 1 appeals process.  Please attach additional sheets if necessary |
|  |

|  |
| --- |
| Please list any supporting evidence you are supplying as attachments  Bullet point list with 1-2 sentence summary of relevance to appeal |
|  |

|  |  |
| --- | --- |
| Candidate signature |  |
| Date |  |

## **To be completed by IQA**

A copy of this form will be provided to the candidate along with the final decision of the IQA.

|  |  |
| --- | --- |
| Candidate name |  |
| Candidate number |  |
| Delivery organisation |  |
| Name of qualification |  |
| Date of assessment |  |
| Name of original assessor |  |

|  |  |
| --- | --- |
| Date of panel meeting |  |
| Panel members |  |

|  |
| --- |
| Details of the meeting  To include rationale for final decision and evidence considered |
|  |

### Final decision

|  |  |
| --- | --- |
| Uphold original decision |  |
| Invite to resubmit free of charge |  |
| Amend assessment decision |  |

|  |  |  |
| --- | --- | --- |
| IQA Panel Lead signature |  |  |
| Date |  |  |

|  |  |
| --- | --- |
| Date policy last reviewed | July 2021 |
| Reviewer | VB |
| Date of next review | July 2022 |