



Learner Appeals Procedure

What is its purpose?

This procedure outlines the process Learners should follow if they wish to appeal an assessment decision on a Squaricle Group programme. For accredited qualifications, the Learner Appeals Procedure of the awarding body organisation should be observed – learners will be signposted to documentation on this as part of their induction to the qualification.

Why is it important?

It provides clear information to our learners (and therefore clients) about our appeals process, and assurance that this is fair.

Who or what within the organisation does it apply to?

All learners undergoing formal assessment on Squaricle Group programmes / products

When will it be effective from?

August 2021

The procedure to be followed:

What is an appeal?

An appeal is a process completed by Squaricle Group employees who were not involved in the original decision being appealed. It serves to determine if Squaricle Group followed the correct processes, procedures and policies relating to assessment decisions.

Types of learner appeal are:

- The outcome of a decision on assessed learner work
- Squaricle Group's decision to decline a reasonable adjustments request or a special considerations request
- Administrative issues i.e. Squaricle Group's failure to register learners for achievement etc

Appeal Process

Stage 1

- The learner should in the first instance put their concerns in writing, within 7 working days of being notified of the decision they wish to appeal.
- These concerns should be sent to the relevant Squaricle Group employee i.e. to the Assessor / IQA as relevant)
- The following information should be detailed:
 - Learner name & if relevant, registration number
 - Title of programme / course the appeal relates to
 - The date(s) the learner received notification of the decision
 - The nature of the decision against which an appeal is being lodged



- Full nature and details of the appeal including any relevant supporting evidence
- The Squaricle Group employee will acknowledge receipt of the appeal within 2 working days of receiving it, and undertake an investigation of the appeal to resolve the issue.
- Following investigation, Squaricle Group will write to the appealing learner with details of our decision within 10 working days, to either:
 - Amend the original decision in consideration of any new evidence provided or
 - Confirm the original decision in consideration of any new evidence provided or
 - Confirm the original decision and in doing so provide the rationale for this.
- When providing the above details, Squaricle Group will request confirmation within 7 working days from the learner of either
 - a) acceptance of the decision detailed in our response to the appeal
 - b) proceed to Stage 2 of the appeals process

Stage 2

- If the appealing learner is not satisfied with the outcome of the Stage 1 process, they may inform Squaricle Group that they wish to proceed to Stage 2.
- The Stage 2 appeal will be conducted by the Director of Operations: Brands, People & Quality or on occasion may be referred to the relevant awarding body EQA if appropriate.
- The Stage 2 appeal will review all the evidence submitted in Stage 1, any further evidence, and whether Squaricle Group have applied procedures fairly, appropriately and in line with our policies. It may be necessary to conduct a discussion with the appealing learner and /or involved Squaricle Group employees. If the Stage 2 appeal has been referred to the EQA, a centre visit may be required.
- The Stage 2 Appeal decision is final.
- Squaricle Group will write to the appealing learner within 20 days of the request to proceed to stage 2, confirming the final decision.
- Because of the potential varying nature of a Stage 2 appeal, this timeline may need to be extended.
- Where the appeal is not upheld, the written confirmation of the final decision will include an explanation.
- Where the appeal is upheld, the written confirmation of the final decision will include an explanation, and
 - the relevant records of the learner concerned will be amended and confirmed
 - Squaricle Group will conduct further investigation to identify any other learners who may have been affected and correct, or where it cannot be corrected, mitigate the effect of any findings.

Any terms, acronyms or abbreviations used within the procedure that require explanation:



IQA – Internal Quality Assurer
EQA – External Quality Assurer

Related documents and links to other procedures

Squaricle Group Sampling & Standardisation Procedure
Squaricle Group Internal Quality Assurance Policy

Impact and effectiveness

Responsibility for the implementation of this procedure lies with the Director of Operations: Brands, People & Quality (who can be contacted at roxy@squariclegroup.com)

The effectiveness of this procedure will be measured via EQA activity and Centre Visits, which will be monitored by the Director of Operations: Brands, People & Quality