

Appeals Policy

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1 Introduction

1.1 Step into Learning is committed to ensuring fairness and transparency in its assessment procedures. This policy outlines the process and grounds for making appeals, emphasising our dedication to resolving issues promptly and upholding the principles of equality and access to education.

2 Scope

2.1 This policy applies to all learners enrolled in Step into Learning programs who seek to challenge assessment decisions they believe to be unfair or erroneous. It also extends to the management of appeals and the communication of outcomes to learners.

3 Definition and Policy

3.1 Step into Learning recognises the importance of advising learners on the procedure and grounds for making appeals. The institution pledges to allow inspection of relevant appeal records by its management and external verifiers of awarding organisations.

Procedures:

1. **Initial Resolution:** Learners dissatisfied with any aspect of their assessment should first discuss the matter with their assessor, aiming for resolution at this level.
2. **Formal Appeal:** If resolution is not achieved, learners must contact the Internal Quality Assurance Lead, submitting a written appeal via quality@stepintolearning.org.uk within six weeks of the initial discussion with the Internal Quality Assurance Lead.
3. **Grounds for Appeal:** Appeals may be based on contraventions of assessment centre criteria leading to unfair treatment. Possible grounds include administrative shortcomings, inadequate resources, conduct of assessment, barriers to access, and lack of equal opportunities.
4. **Appeal Content:** Learners must provide clear information regarding the unfair judgment or decision, relating it to published standards or the assessment process.

Appeal Outcomes:

1. **Appeal Upheld:**
 - If upheld, learners receive a written apology, and if applicable, their assessment records are amended. Opportunities for further assessment may be provided at no extra cost.
 - Lessons learned from upheld appeals are communicated to all assessors and verifiers to prevent recurrence of similar errors.
 - In cases of discrimination, learners receive a written apology, and corrective measures are promptly implemented to ensure fair access to vocational qualifications. Staff may receive additional training to support the equal opportunities policy effectively.
2. **Appeal Not Upheld:**
 - If not upheld, learners receive written notification with reasons for the decision.
 - Relevant documentation on the appeal is provided to the external quality assurer for review as part of monitoring procedures, typically without re-assessment or direct contact with the learner.



Step into Learning commits to handling appeals with diligence and integrity, ensuring a fair and equitable process for all learners.

