

Appeals and Grievance Procedure

For BTEC qualifications

30894

PM Training, Atlas Works, College Road, Stoke on Trent, Staffs. ST1 4DQ

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Introduction

This procedure sets out the process for raising a grievance or appealing against an assessment or internal verification decision:

- Grievance or Complaints
- Assessment Appeal
- Internal Verification Appeal

Grievance or Complaints

If you are dissatisfied with any aspect of the programme, the situation should first be discussed with your Assessor or Tutor. If, following that discussion, you are still not satisfied that the matter has been resolved, you should contact the Centre Manager or quality nominee, within five days.

If you are still not satisfied, you have the right to present your case to the Young People's Learning Agency for foundation learning or Skills Funding Agency for apprenticeships, who will investigate the situation and make a final decision. **See Appendix A**

Assessment Appeal

If you are dissatisfied with an assessment outcome, you have the right of appeal. There are three stages in the Appeal Procedure and each stage must be exhausted before proceeding to the next one. You are advised to keep copies of all the documents used in the Appeal Procedure. **See Appendix B**

Stage One

If you receive feedback which states you have not met the performance or grading criteria, from your assessor and you are not satisfied or do not agree, you have the right to appeal directly to the Assessor who has carried out the assessment.

This appeal should be in writing and clearly indicate:

- the points of disagreement and reasons
- the evidence in the portfolio or workbook that you believe meets the requirements of the performance criteria for claiming competence

The main reasons for an appeal are likely to be:

- you do not understand why you have not met the criteria, due to lack of, or unclear, feedback from the Assessor/tutor
- you believe you are competent and that the Assessor/tutor has misjudged you or missed / misinterpreted some vital evidence

Stage Two

If you are not satisfied with the outcome of the Stage One appeal, you may appeal to PM's Lead Internal Verifier. This appeal should be in writing, but need not repeat the detail provided at Stage One, as all the documentation used at Stage One will be passed to the Lead Internal Verifier.

If you are not satisfied with the outcomes of Stage Two of the Appeal Procedure, you may proceed to Stage Three.

Stage Three

This appeal must be in writing to the Standards Verifier at BTEC and be accompanied by copies of all the documentation used in Stages One and Two. There must also be evidence that you have exhausted all the PM Training's internal procedures.

The Standards Verifier will undertake an investigation on behalf of BTEC. On receipt of a report, BTEC will consider the application. This decision is final.

Internal Verification Appeal

If you are dissatisfied with an internal verification outcome, you have the right of appeal. There are three stages in the Appeal Procedure and each stage must be exhausted before proceeding to the next one. You are advised to keep copies of all the documents used in the Appeal Procedure. **See Appendix C**

Stage One

If you receive feedback about your assessment practice or judgments you have made with which you are not satisfied or do not agree, you have the right to appeal directly to the internal verifier who has carried out the sample.

This appeal should be in writing and clearly indicate:

- the points of disagreement and reasons

Stage Two

If you are not satisfied with the outcome of the Stage One appeal, you may appeal to PM's Lead Internal Verifier. This appeal should be in writing, but need not repeat the detail provided at Stage One, as all the documentation used at Stage One will be passed to the Lead Internal Verifier.

If you are not satisfied with the outcomes of Stage Two of the Appeal Procedure, you may proceed to Stage Three.

Stage Three

This appeal must be in writing to the Standards Verifier at BTEC and be accompanied by copies of all the documentation used in Stages One and Two. There must also be evidence that you have exhausted all the PM Training's internal procedures.

The Standards Verifier will undertake an investigation on behalf of BTEC. On receipt of a report, BTEC will consider the application. This decision is final.

Summary

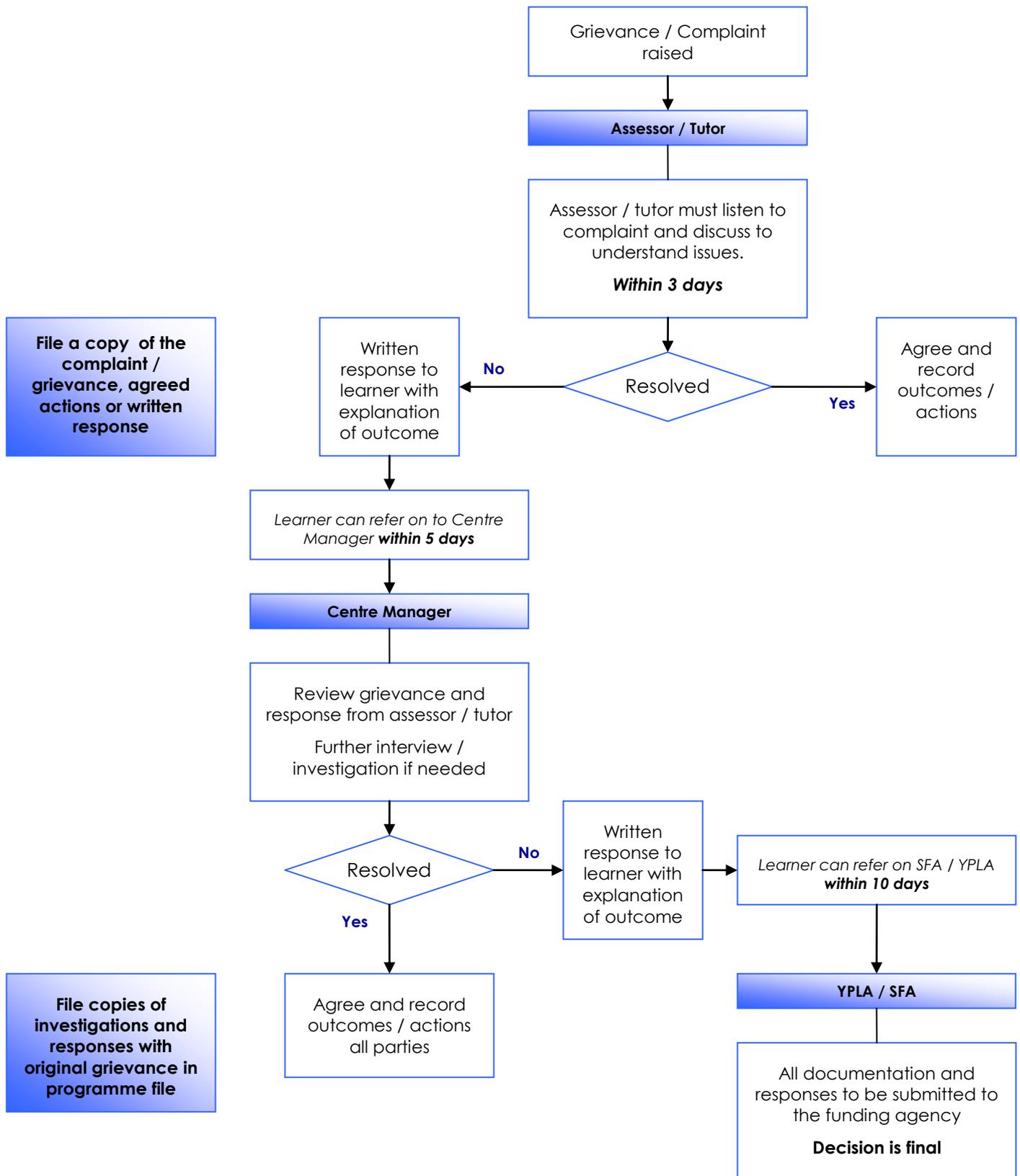
The Grievance and Appeal Procedures aim to ensure the following:

- You are aware of the existence of the Grievance and Appeal Procedures and what action you need to take.
- Your complaints will be acknowledged and investigated to establish the facts and evidence. When the complaint is justified, action will be taken to rectify its cause.
- You will receive a formal reply when you register your appeal.

The operation of the Grievance and Appeal Procedures, and results arising, will be subject to monitoring to inform future policy.

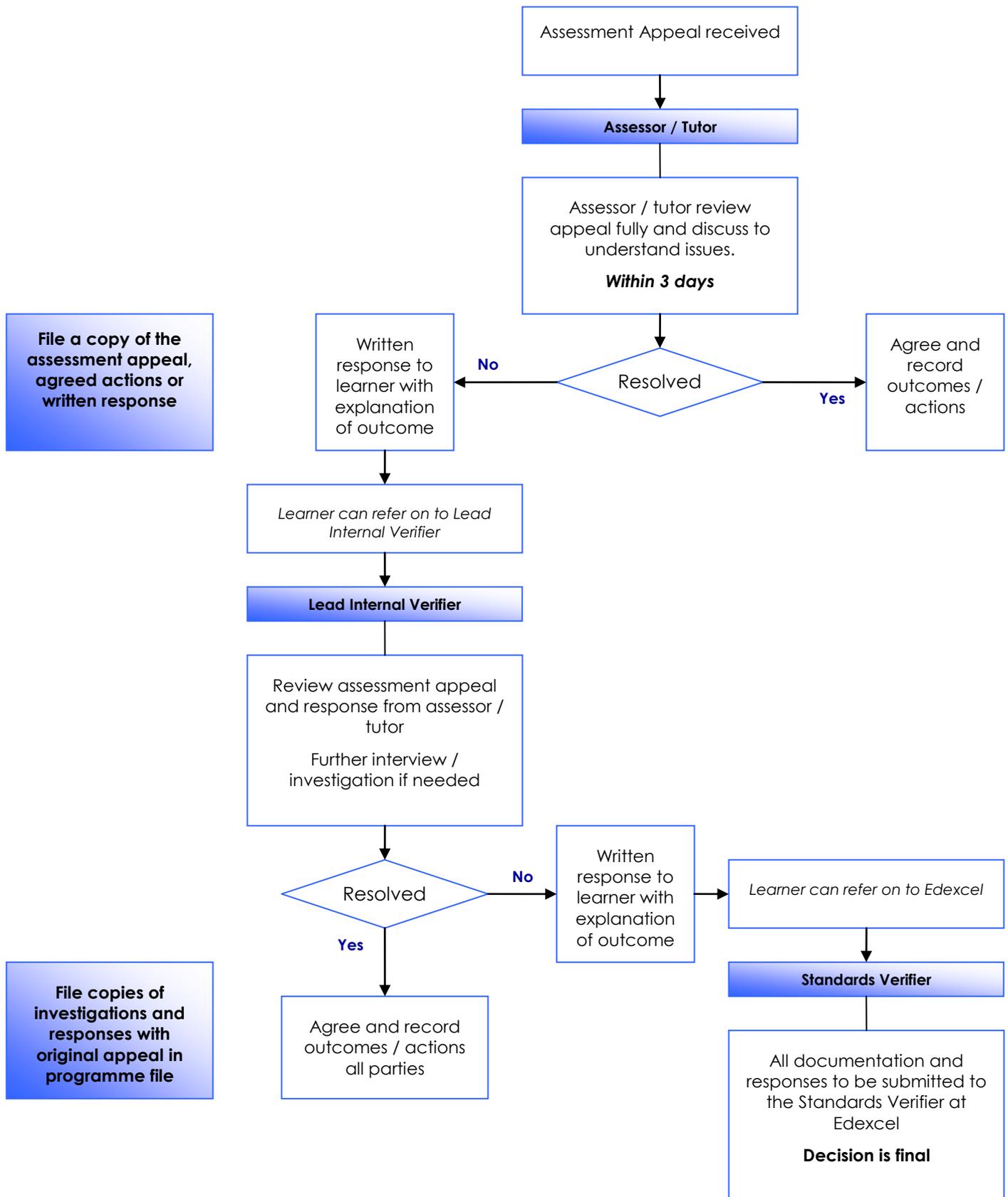
Appendix A - Grievance Procedure

File a copy of the grievance / complaint received along with all responses in the Programme File



Appendix B - Assessment Appeal Procedure

File a copy of the assessment appeal received along with all responses in the Programme File



Appendix C - Internal Verification Appeal Procedure

File a copy of the internal verification appeal received along with all responses in the Programme File

