

Appeals Policy

Date approved	February 2021
Approved by	Quality Manager/ Managing Director
Accessible to	Colleagues, External Stakeholders, Learners

1. Policy statement

Worldwide Education is committed to providing a high quality service and to maintaining the highest standards for its learners and other stakeholders. However, if you are dissatisfied with a certain decision which has been made by Worldwide Education, you may appeal against it if it is in scope of this policy.

This policy sets out Worldwide Education's framework for dealing with appeals to ensure that we are outlining and applying our processes, procedures and policies in a fair and consistent way for our learners.

2. Applicability of policy

This policy applies to:

- Learners and external stakeholders

3. Scope and purpose of policy

The policy relates to all Training Services operations within and across Worldwide Education Training Centre. The policy allows you (the appellant) to outline your views/grievances in relation to a decision or action we have taken, as outlined during Section 1 of this policy.

4. Linked policies

- Malpractice Policy
- Reasonable Adjustments and Special Consideration Policy
- Complaints Policy

5. Location and access to the policy

The Appeals Policy is located on our website (www.worldwideeducation.co.uk).

6. Persons responsible for the policy

- Managing Director
- Quality Manager

Section 1 - Overview of appeals

The purpose of an appeal is to ascertain if we have applied the correct processes, procedures and policies in a fair and consistent way.

1.1 Appeal exclusions and restrictions

The appeals procedure will not comprise:

- a reassessment of external assessments
- a review of assessment decisions
- a review of the content of External Quality Assurance visit reports
- an External Quality Assurance visit
- a change to a decision/sanction imposed
- a change to the centre's approval status.

1.2 Appeal acceptance criteria

The table below details what types of appeals we will accept:

Type of appeal
Outcome of an enquiry about results and assessment decisions
Outcome of an application for reasonable adjustments or special consideration
Outcome of a maladministration or malpractice investigation
Outcome of a review of an appeal (stage 1) decision

You must submit an appeal application within **10 working days** of receiving the original decision, the outcome of an enquiry or the outcome of a review of an appeal (stage 1).

Any other area, which has resulted in your dissatisfaction, may be addressed via our Complaints Policy, which can be found on our website (www.worldwideeducation.co.uk) .

1.3 Who can appeal?

- Learners and external stakeholders

Section 2 - Appeals Procedure

There are two stages of an appeal, which we make available; these are:

Stage 1

You should make your appeal in writing (which may be by email) to the Quality Manager within the timescales stated above. Contact details can be found on our website (www.worldwideeducation.co.uk).

You should state that you are making an appeal and include:

- Your full name.
- Your contact details.
- The exact appeal type.
- Your role in making the appeal (eg learner, trainer, etc).
- Full details of the course/etc as appropriate.
- A clear and full explanation of the reasons for your appeal.
- Copies of any relevant documents and/or evidence to support the appeal (NB new evidence relating to the original decision cannot be accepted or considered at this stage).

Worldwide Education will acknowledge receipt of your appeal within five working days. If the Quality Manager will not be available to pick up emails within five working days, you will receive an out of office message giving an alternative email address to which you should forward your original email, otherwise you will receive a response within five working days of the Quality Manager's return.

Worldwide Education will determine whether the matter falls within the scope of the Appeals Policy and Procedures as outlined above. If the appeal is not within its scope, Worldwide Education will explain why the appeal cannot be accepted. If there is a relevant alternative policy and procedure, you will be advised of this.

Stage one appeals will be investigated initially by a Worldwide Education senior manager with appropriate competence who has not been involved in the decision which is being appealed. The senior manager will gather any information, evidence or documents relevant to your appeal. This may include contacting you to discuss your appeal and/or for further information or clarification, and/or may include contacting third parties and will produce a short summary and recommendation.

The purpose of the stage one appeal review is to form a view on whether the decision that is being appealed was correct at the time the decision was taken, on the basis of the evidence which was available at the time of the decision. It is not to rehear the matter in its entirety, or to accept new evidence or submissions.

Once the recommendation has been approved (or amended) by the reviewer based on all the available evidence, Worldwide Education will write to you to explain the outcome, within 10 working days of receiving your appeal. If this is not possible, for example if all the required evidence cannot be gathered in this time, then Worldwide Education will tell you this, within 10 working days, and will tell you how long is expected to be needed.

The outcome will be either that the appeal is upheld, or that it is rejected.

Appeal upheld

If the stage 1 review found that we had not correctly applied our processes, procedures or policies fairly or consistently, we will send you an appeal outcome letter or email, which will include remedial actions to be completed (eg remark of assessment), including appropriate

timescales.

Appeal rejected

If the stage 1 review found that all processes, procedures and policies were applied correctly and in a fair and consistent way, we will send you an appeal outcome letter or email, which will include information on how to submit an appeal to the Awarding Body, where applicable.

Stage 2

If, and only if, you believe that Worldwide Education has not followed this Appeals Policy and Procedure correctly, you may make a stage two appeal.

To do this, you should write (which may be by email) to the Managing Director within five working days of receiving the stage one outcome. Contact details can be found on our website (www.worldwideeducation.co.uk)

You should state that you are making a stage two appeal and include:

- Your full name.
- Your contact details.
- A summary of your original appeal and the outcome.
- A clear and full explanation of the reasons for your appeal, ie exactly where/how you believe Worldwide Education failed to follow its Appeals Policy and Procedure correctly.
- Copies of any relevant documents and/or supporting evidence.

Worldwide Education will acknowledge receipt of your stage two appeal within five working days. If the MD will not be available to pick up emails within five working days, you will receive an out of office message giving an alternative email address to which you should forward your original email, otherwise you will receive a response within five working days of the MD's return.

The MD will determine whether the matter falls within the scope of a stage two appeal as outlined above. If the stage two appeal is not within its scope, the MD will explain why it cannot be accepted.

Stage two reviews will be carried out by the MD, who will gather any further information, evidence or documents relevant to your appeal. This may include contacting you to discuss your appeal and/or for further information or clarification, and/or may include contacting third parties.

The purpose of the stage two appeal review is to form a view on whether the Appeals Policy and Procedure was followed correctly. It is not to review the original decision which was appealed (unless the stage two appeal outcome identifies a potential compromise to the integrity of the stage one appeal outcome, in which case the stage one appeal will be reconsidered), or to accept new evidence or submissions.

Once a decision has been made based on all the available evidence, the MD will write to you to explain the outcome, within 10 working days of receiving your appeal. If this is not possible, for example if all the required evidence cannot be gathered in this time, then Worldwide Education will tell you this, within 10 working days, and will tell you how long is expected to be needed.

The outcome will be one of the following:

1. The stage two appeal is upheld, the effect of which is such that it is relevant for the stage one

appeal to be reconsidered, ie the failure to apply the Appeals Policy and Procedure may have adversely affected the stage one appeal.

2. The stage two appeal is upheld but has no potential to affect the integrity of the stage one appeal outcome, which still stands.
3. The stage two appeal is rejected.

Section 5 - Appeals to the Awarding Body

Where your appeal relates to a regulated qualification and you remain dissatisfied with our actions, we can appeal on your behalf with the qualifications Awarding Body.

To do this, they would require written consent from yourself. They would also require evidence that you have fully exhausted our appeals procedure.