**Creo Skills Limited Appeals Policy**

All learners have the right to appeal against internal assessment decisions and need to be aware of the procedure and grounds on which they can make an appeal. At induction, all learners will be made aware that the Centre’s Appeals Policy is on the website.

If you are unhappy with any aspect of your assessment, you should discuss this initially with your assessor.

GROUNDS FOR APPEAL may include:

* Administrative issues - for example, inaccuracy in recording your progress or unreasonable delays
* Inadequate resources - for example, inappropriate or insufficient physical resources, or inexperienced and unqualified staff
* Issues with the conduct of assessment - for example, non-availability of alternative assessment methods or the use of extraneous criteria by your assessor
* Barriers to access - for example, the imposition of unreasonable requirements
* Lack of equal opportunities - for example, discrimination against your age, gender, race or creed, or other contraventions of Creo Skills’ Inclusion, Equality and Diversity Policy
* If you feel that your assessor has made an unfair decision about your competence or evidence.
* Decisions taken as a result of a malpractice or maladministration investigation.
* Decisions taken as a result of a complaint.

FIRST STEPS-STAGE ONE-INFORMAL

Please contact your assessor if you have an issue you wish to raise about your assessment, within 5 working days of receiving your result. Your Assessor should respond within 5 working days.

We aim to solve all problems at this level.

If you are not satisfied you should follow the appeals procedure which is set out here for you.

Appeals should be made within 5 working days of the date that you received your response from your Assessor.

NEXT STEPS-STAGE TWO-INFORMAL

If you are unhappy with the response from your Assessor, you should contact the named IQA for your accredited unit/ qualification. You can do this either verbally or in writing. You must say why you are unhappy and set out your reasons for appeal. The IQA will respond within 5 working days of receipt of your appeal setting out the time scale for their fact finding and final response to you. The IQA will log your appeal.

If you are unhappy with the response from the IQA you can contact the Director, who will either deal with the appeal or refer it to an independent third party. This should be made within 5 working days of the date that you received your response from the IQA.

NEXT STEPS-STAGE THREE-FORMAL

If you are unhappy with the response from the IQA, you should contact the Director, in writing, via email to: [Enquiries@creo-skills.co.uk](mailto:Enquiries@creo-skills.co.uk) within 5 working days of the date that you received your response from your IQA. The Director will acknowledge receipt of your appeal and either investigate themselves or ask an independent third party to investigate. You will receive a response within 10 working days of receipt of your email. The Director will log your appeal. All records will be retained for 6 years.

NEXT STEPS-STAGE FOUR-FORMAL

If you have followed the three stages of our appeals process and are still dissatisfied you can contact the appropriate awarding body. Please request a copy of their current policies from the Director.

SUMMARY OF THE APPEALS PROCESS

Learner speaks to their Assessor if they believe that they have not been treated fairly in their assessment.

Learner satisfied with the outcome

Learner is not happy with the response from the Assessor and contacts the named IQA.

The appeal is acknowledged by the IQA and a fact-finding is carried out

Learner satisfied with the outcome

The learner is informed of the outcome

Learner not satisfied with the outcome

Learner contacts the Director, in writing, via email -[Enquiries@creo-skills.co.uk](mailto:Enquiries@creo-skills.co.uk). The Director ensures an investigation is held and communicates the response to the learner.

Learner satisfied with the outcome

If the learner is still not satisfied there is an option available to refer the issue to the Awarding Body (CMI/Agored Cymru). The final decision of the appeal process is communicated to the learner

APPEAL OUTCOMES

**Appeal upheld**

If your appeal is upheld at any stage during its hearing, you will receive a written apology from the centre and, if appropriate, your assessment record will be amended. You may be given opportunities for further assessment at no additional cost. Lessons learned from the decisions will be immediately notified to other assessors and internal quality assurers of the centre to prevent similar errors from occurring again.

If your appeal was on the grounds of discrimination, you will receive a written apology and the situation will be immediately rectified to ensure that you have fair access to your chosen vocational qualification. As appropriate, staff will receive a full briefing on the issues, and receive any additional training required to ensure they are fully conversant and supportive of the Inclusion, Equality and Diversity policy.

**Appeal not upheld**

If your appeal is not upheld, you will receive written notice of this with the reason for the decision. The external quality assurer from the awarding body will be provided with all the relevant documentation on your appeal and may review the case as part of his/her monitoring procedures on the centre. This will not normally involve conducting re-assessments or speaking with you

Creo Skills is committed to providing excellence in assessment and verification for its learners. Sometimes though, something may go wrong and we are always prepared to acknowledge any mistakes we make.

If you feel your assessment was not conducted properly, there was an error, or if you feel you were treated unfairly, please let your assessor know as quickly as possible. We hope that your assessor will be able to resolve the issue for you

**Fair Enquiry**

If your assessor is unable to resolve your appeal, you or the assessor can refer the appeal to the IQA who may ask you to write a letter and submit evidence in support of the appeal.

Your letter and evidence will be viewed fairly and if the appeal is upheld you will be informed immediately and your result adjusted.

Creo Skills will keep a record of all appeals and monitor and track appeals over time to identify any patterns or trends. Creo Skills will notify the awarding bodies (CMI/Agored Cymru) of an appeals and make the records available at EQA.

**CONTACT**

FOR FURTHER INFORMATION

Contact the Director of Creo Skills Limited by email to: [Enquiries@creo-skills.co.uk](mailto:Enquiries@creo-skills.co.uk)

Or write to; Director of Creo Skills Limited, Regus House, Malthouse Avenue, Cardiff Gate Business Park, Pontprennau, Cardiff, CF23 8RU