

FAREPORT TRAINING ORGANISATION LIMITED**Appeals Policy & Procedure**

The staff and management of Fareport Training Organisation recognise that the quality for assessment and training is the key to success in the delivery of training and assessment. We hope to deliver the most professional and comprehensive support possible, but if for some reason this does not happen then it is important that staff and learners are aware of the policies and procedures in place to support them. This policy aims to ensure that all staff and learners are familiar with the processes of appeal should it be required.

- All learners should be aware of the existence of the Appeals Procedure and what action needs to be taken.
- If a learner feels that they have been unfairly assessed they must first speak with their Assessor/trainer to try and sort this out, the same would initially apply to a member of staff. There are two sets of Appeals Procedures, one that is produced by Fareport Training Organisation Limited. The other is the Appeals Procedure produced by the individual awarding bodies. Both of these should be considered.
- If this cannot be resolved then you need to follow the Appeals Procedure below
- All learners' 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.
- All learners who register an appeal will receive a formal reply. It is intended that the response will be to the mutual satisfaction of the learner and the Awarding Body.
- The operation of the Appeals Procedure and results arising from them will be subject to monitoring and inform future policy.
- If a learner feels that they are being discriminated against then they must speak to a member of staff and refer to the equality and diversity policy (reference no. 9) and the anti-harassment and bullying policy (reference no.12).
- If a learner or member of staff has any concerns about the Appeals Procedure please speak to your Internal Verifier or line manager.

Signed**M J Reeve M.B.E.****Last Review Date: 20th July 2008****Review Date: July 2010**

FAREPORT TRAINING ORGANISATION LIMITED

Appeals Procedure

As a learner working towards a qualification with Fareport Training Organisation you have the right of appeal if you are dissatisfied with an assessment outcome. There are 3 stages in the Appeals Procedure and each stage must be exhausted before proceeding to the next stage.

Stage 1

If having received a decision and feedback to submitted evidence with which you are not satisfied, you have the right to appeal directly to the Assessor who has carried out the assessment.

This appeal must be in writing and clearly indicate the following:

- The points of disagreement and reasons
- The evidence in the portfolio, which you believe, meets the requirements of the standards for which you are claiming.

The main reasons for an appeal are likely to be:

- You do not understand why you are not yet competent, due to lack of, or unclear feedback from the Assessor.
- You believe that you are competent and that the Assessor has miss-judged you or missed/misinterpreted some vital evidence.

You are advised to keep copies of all the documentation used in the Appeals Procedure

Stage 2

If you are not satisfied with the outcome of Stage 1 Appeal you can appeal further to Fareport's Internal Verifier (IV). The name of the IV is at the front of your portfolio. This appeal must be in writing, but does not need to repeat the detail provided at Stage 1 as all the documentation used at stage 1 will be passed to the IV. A copy of your appeal will also be lodged with Fareport's Quality Improvement Manager.

Stage 3

Before proceeding to Stage 3, you must have exhausted all the Internal Appeals Procedures of Fareport.

If you are not satisfied with the outcome of stage 2 you may then appeal to stage 3.

This appeal must be in writing to the Chief Executive of your Awarding Body and must be accompanied by copies of all the documentation used in Stage 1 and Stage 2. There must also be evidence that you have exhausted the entire Internal Appeals Procedures of Fareport Training Organisation Ltd.

The External Verifier on behalf of the Awarding Body will undertake an investigation. On receipt of a report the Appeals Committee will consider the application. This consideration will lead to one of two decisions.

Either

The Appeals Committee supports the decision of the External Verifier (EV). The appeal may be rejected or upheld

Or

The Appeals Committee appoints an Independent Assessor and requires you to re-submit your portfolio and be available for an interview on an agreed date. The Independent Assessor will then report to the Appeals Committee. This may be subject to a charge. The appeal may be rejected or upheld.

The decision of the Appeals Committee is final.