

Assessment Appeals Policy & Procedure

Skills Bootcamps

The staff and management of Fareport Training recognise that the quality of assessment and training is the key to success of our programmes. 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. There are 2 different procedures in place, dependent on the reason you are dissatisfied – these are explained below:

Assessment Appeals

This procedure is in place if learners are dissatisfied with an assessment decision made by their Trainer or Awarding Body. An appeal is based on the assessment process (planning, assessment of work, feedback, or progression).

To make an appeal, learners are encouraged to read through this policy and follow the stages shown on the **Assessment Appeals Procedure** on pages 2 and 3.

Complaint or Constructive Feedback

An 'appeal' is very different to a 'complaint'. A complaint is classified as an '*expression of dissatisfaction*' concerning Fareport or its staff members' behaviour or conduct and will be taken seriously. Complaints should be directed to the **Skills Bootcamps Manager** – Kerry.berry@fareport.co.uk. If you are unsure how to contact the Team Manager, please contact us using the details on www.fareport.co.uk or telephone our Head Office on 01329 825805.

Constructive feedback is always welcome at Fareport Training as we seek to grow and improve our training provision. Learners and employers can 'have their say' using the following email address – haveyoursay@fareport.co.uk.

If a learner feels that they are being discriminated against then they should contact our Chairman using Marinos.Paphitis@fareport.co.uk – any member of staff can refer them to our Equality and Diversity Policy.

All learners can also consult our external helpline for free and independent advice and guidance using the following email: helpline@vflexible-hr.com

Signed



Marinos Paphitis
Updated – May 2024

Assessment Appeals Procedure

As a learner working towards a qualification with Fareport Training, you have the right of appeal if you are dissatisfied with an assessment decision by your Trainer. There are 4 stages in the Assessment Appeals Procedure and each stage must be exhausted before proceeding to the next stage.

Appeals are **not** normally considered when:

- Learners have failed to manage their own learning appropriately whilst planning or undertaking training or development
- Learners have been affected by illness, work or personal circumstances which have required them to cancel or postpone progress with their programme
- Learner fails to attend a pre-booked test(s) or assessments or submit work to deadline without prior agreement.

In the first instance, you should discuss the issue with your Trainer, as most matters can be resolved through clear communication. However, if you wish to make a formal appeal, this will need to be done in writing (email or postal) following the stages below. You will also need the information listed below.

Please ensure you have the following information to hand – all of which should be accessible via your confirmation of programme email, however, if you cannot locate the information, please contact our Head Office on 01329 825805 or bootcamps@fareport.co.uk.

1. Your full name
2. Your Bootcamp programme name
3. Your start and planned finish dates
4. Your Trainer's name

Formal Assessment Appeals Process

Stage 1

If you have received a decision or feedback on submitted evidence with which you are not satisfied, the first stage is to formally appeal directly to the Trainer who has carried out this assessment and made the assessment decision. Your formal appeal should be in writing and clearly indicate the following:

- The module within your programme that is the point of disagreement with your Trainer
- Details of why you believe the evidence meets the requirements and the feedback that you have received from your Trainer

The main reasons for an appeal are likely to be because:

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

You are advised to keep copies of all the documentation used during this process. Your complaint will be acknowledged within 3 working days and formally responded to within 5 working days. Where extensions are required to make a formal judgement then the correspondence will include a timeframe.

Stage 2

If you remain dissatisfied following Stage 1, you can escalate your appeal to Fareport Training's Director of Operations within 5 working days. The Director of Operations will investigate and reply to you within 10 working days and their decision, on behalf of Fareport Training, will be final.

Director of Operations:	Theresa Maple
Email Address:	Theresa.Maple@fareport.co.uk

If you are unhappy with Fareport Training's final decision, you have the right to make an complaint to the Department for Education.

How to complain to the DFE

The DFE will only accept complaints in writing, by email or letter. If you have difficulties in providing details in writing or if you are under 18, they will consider complaints made on your behalf by a third party. You will need to confirm that they can communicate with that third party on your behalf. If the complaint is on behalf of more than one person, the DFE will need written permission from everyone.

Ministerial and Public
Communications Division
Department for Education
Piccadilly Gate Store Street
Manchester
M1 2WD

Contact form

<https://form.education.gov.uk/service/Contact the Department for Education>

Telephone 0370 000 2288