

Assessment Appeals Procedure

A learner undertaking an apprenticeship managed by AHTA, has the right to challenge the assessment decision of a unit of competence made by the Tutor . If a learner believes that they have a justified grievance related to an assessment process or decision, the appeal should follow the process set out below. The learner will have the opportunity to be accompanied and assisted at all stages of appeal by someone of their choice with his/her agreement.

The learner must follow the steps below when wishing to make an appeal, full guidance will be provided by their contact within Ashley Hunter Training Academy

Stage 1

If there is a difference of opinion between the tutor and the learner, the tutor will endeavour to resolve the situation to the satisfaction of both parties. If this is not possible the learner must officially notify the lead internal verifier/IQA for the programme in writing within 10 days of the disagreement.

Stage 2

The lead internal verifier/IQA for the programme will respond to the learner and the tutor within 5 working days of receiving the written appeal.

Stage 3

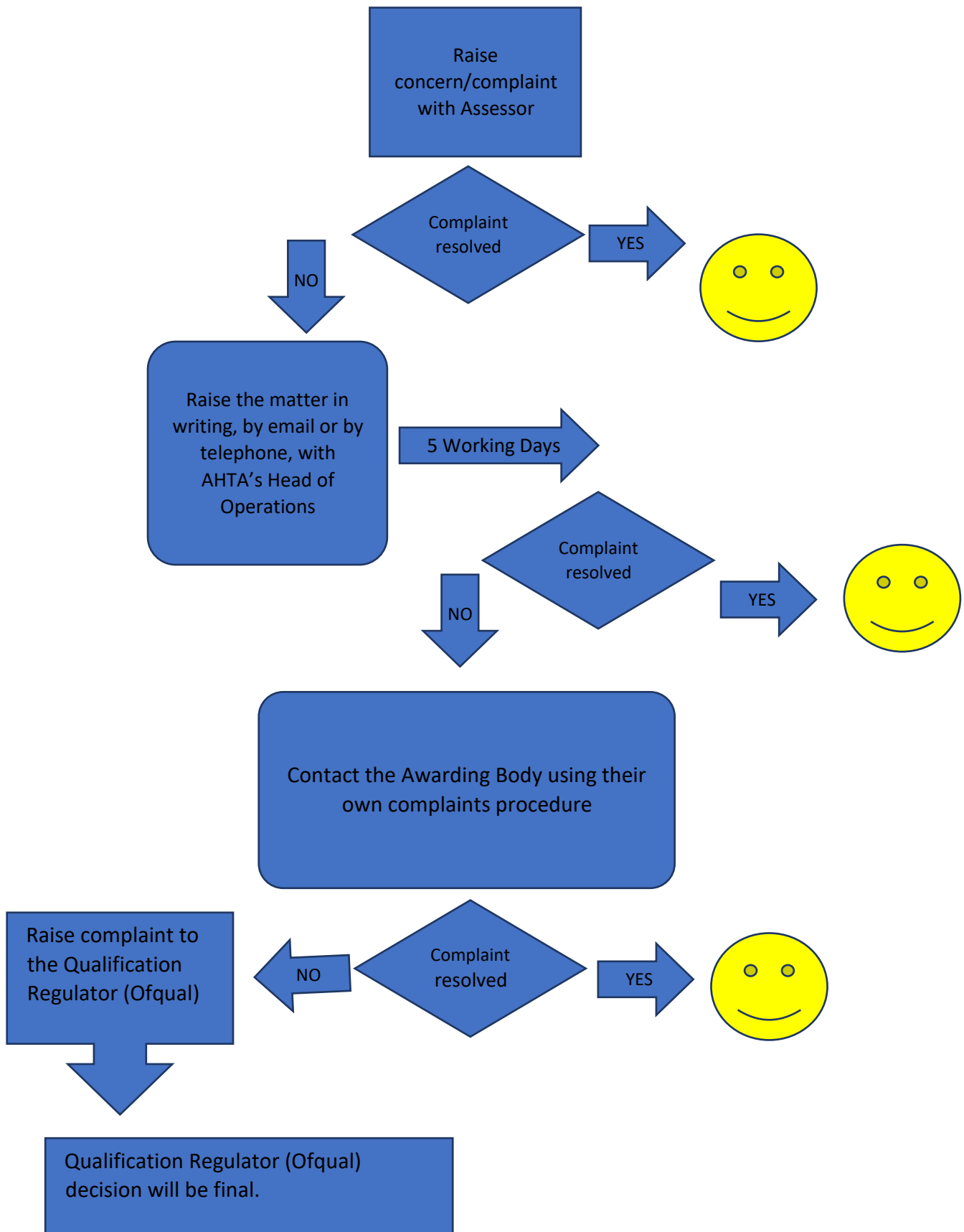
If the issue is still not resolved to the satisfaction of the learner, the complaint will be referred to the Quality Manager.

Stage 4

If an agreement cannot be reached the learner has the right to appeal to the head of the centre. They must contact the head of centre via their tutor . The head of centre will investigate the situation and examine the evidence. They will notify all parties of the final decision in writing and confirm this with the Quality Manager and Lead Internal Verifier/IQA for the programme. If the learner is not happy with the final decision, they may take the complaint to the Awarding Organisation with whom the programme is registered. Contact details for awarding organisations can be found on their respective websites.

If learners are not satisfied with the final decision that is made by Ashley Hunter Training Academy regarding their appeal, they can then appeal to the Awarding Organisation using their own appeals procedure. If the learner still remains unhappy with the final decision that is made by the Awarding Organisation, the learner can then raise their appeal to the Qualification Regulator (Ofqual) whose decision will be final.

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