

## APPEALS POLICY

### What can I appeal about?

A Learner has every right to appeal against any assessment decision, if they feel that they have been unfairly or improperly assessed for any reason. Including:

- Assessment results
- Requests for reasonable adjustments or special considerations

The Learner can appeal against a decision made by PRO Phlebotomy Training, or we can appeal on behalf of the Learner for any decision made by the Awarding Body. The same procedure applies in either case.

### How do I submit an appeal?

We must receive an appeal from the Learner in writing, either by post, fax or email, sent to the PRO Phlebotomy Training Centre.

The appeal must include any relevant evidence showing why an appeal is necessary.

### Timescales

Learners have up to **30 working days** from the date they were informed of the outcome in which to lodge an appeal against our decision.

*If more time is needed, the Learner can contact the PRO Phlebotomy Training Centre to discuss an extension.*

We will acknowledge receipt of the appeal within **1 working day**.

We will aim to action and resolve an appeal within **20 working days** of receipt of the appeal. If it is likely to take longer, we will inform the Learner.

## The Procedure

### Stage 1

- In the first instance, the Learner should discuss any grievance with the **Assessor** to try to reach an agreement, or to understand why the decision was made. <sup>[SEP]</sup>

### Stage 2

- If the Learner is not satisfied with the outcome of these discussions, the Learner should put the appeal in writing to the **Internal Quality Assurer (IQA)** at any time during the course or within 30 working days of receipt of the outcome. <sup>[SEP]</sup>
- The **IQA** will consider the evidence, discuss the matter with the Assessor and decide the best course of action. This could include a simple clerical check, a re-assessment, or a Stage 2 Panel Review.
- Within 1 working day, the IQA will acknowledge receipt of the appeal, and inform the Learner of the recommended action to be taken and any associated fees (see below).
- A Stage 2 Panel Review will consist of discussion between yourself, the assessor and the **IQA**.
- Within 20 working days of the appeal being received, the Learner will be informed of the decision of the **IQA**.
- All information used in arriving at a disputed decision will be made available to the Learner as and when requested. <sup>[SEP]</sup>

### Stage 3

- If the Learner is not satisfied with the decision of the IQA, the appeal may be re-submitted within 10 working days of receiving this decision. <sup>[SEP]</sup>
- A Stage 3 panel will be chaired by an **Independent Person**; the identity of this person shall be agreed between PRO Phlebotomy Training and the Learner.
- The Learner will be informed of the decision made by the **Independent Person** within 20 working days of the second appeal being received.

### Stage 4

- If the Learner is still not satisfied with the decision of the independent person, the appeal may be re-submitted within 10 working days of receiving this decision. <sup>[SEP]</sup>
- A Stage 4 panel consists of a completely independent review of the entire case, by an **External Body**; the identity of this body shall be agreed between PRO Phlebotomy Training and the Learner.
- The Learner will be informed of the decision made by the **External Body** within 20 working days of the second appeal being received.
- The decision of the **External Body** is final.



### Fees

Reviewing a Learner’s file incurs administration costs. These fees will be refunded in full if the appeal is upheld.

Stage 1	
Talk to Assessor	£0
Stage 2	
Clerical Check	£5
Re-assessment with report	£45
Re-moderation / verification with report	£102
Panel Review	£250
Stage 3	
Panel review	£350
Stage 4	
Panel review	£500

### Recording

PP-007A-ATF - Track and record appeals and their outcomes.

### Procedure

PP-001-PRO-8/9/10/11 – A process flow chart for the Appeals procedure.

## REVIEWING THIS POLICY

### Contacts

If there are any queries about the contents of the policy, please contact the PRO Phlebotomy Training Centre on 01332 380 777 or by emailing [info@PROPhlebotomyTraining.co.uk](mailto:info@PROPhlebotomyTraining.co.uk).

### Reviews

The Senior Management Team reviews this policy at least annually during the bi-annual Service Review Meetings.

**Last reviewed: October 2020**

### Declaration

This policy has been reviewed and approved by the Senior Management Team:

SIGNED:		DATE:	23/10/2020
NAME:	Kim Cockerham	POSITION:	Training Centre Manager

