

Our responsibilities

As an Approved Centre it is our responsibility that all learners are aware of and have access to a responsive appeals process. Kit Sadgrove (CEO) is responsible for managing the Appeals Policy.

Appeals Strategy

- If a learner disagrees with an assessment, the learner will be asked to explain the basis of the disagreement to their assessor at the time of the feedback session. The assessor must be able to highlight clearly to the learner why the criterion has not been met. This type of 'negotiation' does not constitute a formal appeal.
- If, after feedback, the disagreement has not been resolved, the learner should promptly request advice from the Support Team who will try to resolve the issue. If this is not possible, the Appeals Procedure shown below should be invoked.
- Assessing appeals will help the internal quality process and the Quality Coordinator to monitor the assessment process and improve it where appropriate.
- Records of all formal appeals will be recorded in the Appeals Log which will be available to any representative of the Regulatory or Awarding Body.

Formal Appeals Procedure

If, after the informal discussion the learner wishes to make a formal appeal, the learner must request this in writing. They must complete the form on the website <https://inst.org/appeals-and-complaints/>. This must be done within 10 working days of receiving the original assessment feedback which will be recorded in the Appeals Log.

Learners can appeal against the following;

- **The assessment** – the learner has the right to appeal if they feel that the assessment differed from what was agreed on the assignment brief or they feel that they did not receive a fair assessment.

- **The assessment decision** – the learner can appeal if they feel the assessor's judgment was unfair.

On receiving the formal appeal from the learner the Support Team will try to seek a solution negotiated between the relevant assessor and learner.

If it is not possible to reach an agreement the Support Team will send the work to a independent assessor, one who has not been involved in the original decision.

The appeals assessor must receive full original details in writing for both the assessor originally involved and the learner.

The appeals assessor will respond within 15 working days of the receipt of the appeal by the CEO.

The appeals assessor will determine the outcome of the appeal as follows;

- Confirmation of the original decision
- A re-assessment by an independent assessor
- A judgment that adequate evidence meeting the assessment criteria has been shown;
- An opportunity to re-submit for assessment within a revised agreed timescale.

The appeals assessor will submit their conclusion to the CEO who will notify the learner and the original assessor. The written decision will be issued within five working days of the decision. This decision will be recorded in the Appeals Log.

Appeal to the awarding body

If the learner is still not satisfied with the decision at this stage and this procedure has been exhausted, then the learner can contact the Quality Licence Scheme <https://qualitylicencescheme.co.uk/>. They should only be contacted when this procedure is FULLY exhausted.



Appeals log

Date	Learner name and number	Appeals details	Evidence submitted	Outcome	Sign and date