

## Enquiry and Appeals Policy

Policy Number	9
Organisation	YGAM and YGAM Innovation Ltd
Policy owner	Head of Quality Assurance
Date Agreed by Board	March 2019
Review Date	March 2021

### Policy Statement

All learners undertaking courses created and / or delivered by Young Gamblers Education Trust (known as YGAM) or YGAM Innovation Ltd have the right to make an appeal about any of the marks received for the qualifications or vocational courses they are undertaking.

This policy's aim is:

- To enable the learner to enquire, question or appeal against an assessment decision
- To attempt to reach agreement between the learner and the Assessor at the earliest opportunity
- To standardise and record any appeal to ensure openness and fairness
- To facilitate a learner's ultimate right of appeal to the Awarding Organisation.
- To protect the interests of all learners and the integrity of the qualification.

In order to do this, YGAM or YGAM Innovation Ltd will:

- Ensure all delivery staff and assessors are made aware of this policy and how to access it in order that learners can be supported.
- Inform the learner at induction, of the Appeals Policy and procedure and keep a copy on the learner area of the website
- Record, track and validate any appeal
- Forward the appeal to the Awarding Organisation when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted
- Keep appeals records for inspection by the Awarding Body for a minimum of 18 months
- Have a staged appeals procedure
- Will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results
- Monitor appeals to inform quality improvement.

### When to make an enquiry or appeal for vocational qualifications

An enquiry or appeal can be made to the Awarding Organisation if:

- We disagree with the outcome(s) from the external quality assurance activities (for example a Standards Verifier report).
- We disagree with the outcome(s) from the end point assessment activities.
- We disagree with a qualification decision made by the Awarding Organisation (for example rejection of a late certification or registration request).

- A learner disagrees with the outcome of our internal appeals procedure (for example a decision about assessment outcomes or reasonable adjustments).

### Enquiry and Appeals Procedure

If any learner wishes to appeal a decision, they should follow the following procedure.

1. If possible, speak to the member of staff responsible for teaching the qualification in the first instance about the reason they wish to appeal.
2. The member of staff has a responsibility to explain to the learner why he/she received the grade/mark.
3. If the learner is not satisfied with the explanation, if possible the piece of work will be re-marked by another member of staff also involved with that qualification or course.
4. The learner will be informed of the outcome of the re-marking by letter.
5. If the learner wants to continue the appeal, he/she needs to contact the YGAM Head of Quality Assurance who will provide the learner with information about the appeals procedure for the specific Awarding Organisation and explain what is involved.
6. The learner will be informed of any fees which may apply
7. The Head of Quality Assurance will assist with the completion of any forms and will correspond with either/or the awarding organisation or the Head of Education on behalf of the learner until completion.

**Please note:** a learner must have the support of the course delivery staff to be able to appeal against a result.