Issue Date: March 2019

Review Cycle (Years): 3

Next Review Date: January 2028

Person Responsible: Centre Manager

APPEALS PROCEDURE

1. INTRODUCTION

1.1 The Appeals Procedure is intended to ensure that all learners are treated equally and fairly in all aspects of their academic experience at CMBD.

1.2 Learners are made aware of the Appeals Procedure at the start of their programme via induction. Details are also included in course handbooks and copies are available from CMBD. This document is made available to all associates and management and will be available to employers on request to CMBD.

1.3 Work verified/examined by Awarding Bodies will be subject to the Awarding Body's guidelines for appeals.

1.4 A learner may appeal at any time during their programme. However, they will be advised that appeals are best considered as near as possible to the date on which events occurred.

2. CIRCUMSTANCES FOR ACADEMIC APPEAL

2.1 Circumstances in which an academic appeal may be made by learners:

2.1.1 Disagreement about whether assignment or assessment briefs or tasks set are appropriate in terms of content or level.

2.1.2 Perceived unfair or unequal treatment by a member or members of the teaching team that might compromise academic achievement.

2.1.3 Disagreement over grading on summatively assessed work.

3. PROCEDURAL STEPS TO RESOLVE AN APPEAL

3.1 The tutor/assessor concerned should endeavour to resolve the issue with the learner through discussion.

3.2 If the personal tutor is the teacher concerned, another tutor should counsel.

3.3 If there is still disagreement, the learner must put the appeal in writing to the Management team at CMBD and at this stage the appeal becomes formal. The Internal Verifier will consider the evidence, interview all the parties concerned, including the learner, and present a report to the Management team.

3.4 Stages 3.1 – 3.3 should be completed within 10 working days, where reasonably possible.

3.5 The learner will be informed in writing that the Appeal will be considered on a specified date within 10 working days, where reasonably possible.

3.5.1 The Appeals Panel will comprise:

- The Directors of CMBD
- Two associate members of the CMBD team.

3.5.2 If appropriate, a subject specialist, decided by the Chair, may be asked to join the Appeals Panel as an advisor.

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3.5.3 The Appeals Panel will make a final decision which will be binding within the Company

3.5.4 The outcome of the appeal may be:

- previous decisions are confirmed;
- previous decisions are overturned and the reasons given in writing.

3.5.5 The Panel's decision will be notified in writing to the learner within five working days.

3.5.8 Learners who remain dissatisfied with the Appeals Panel decision will be advised to contact the relevant Awarding Body, if appropriate.

3.6 At any stage of the above procedure, the learner may choose a fellow learner, or a family member to accompany them to act as a supporter, representative or advocate. The learner will be asked if they require any reasonable adjustments to be made, that will enable them to fully participate in the process before the appeals panel takes place.

4. REVIEW OF POLICY

4.1 The above policy will be reviewed after a period of three years or as required.