



Appeals policy

Introduction

This policy is aimed at our customers, including learners, who are delivering/enrolled on or have taken a BWY or LYTTG approved qualification or unit. It sets out the process you should follow when submitting appeals to us and the process we will follow when responding to enquiries and appeals.

It is also for use by our staff to ensure they deal with all appeals in a consistent manner. It's important that all staff involved in the management, assessment and quality assurance of our qualifications and our learners are aware of the contents of the policy.

This policy may be accessed via lyttg.co.uk

Review arrangements

We'll review the policy annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback or requests from, or good practice guidance.

If you would like to feedback any views please contact us via the details provided at the end of this policy.

Fees

We charge £350 to cover the administrative and personnel costs involved in dealing with formal appeals. This would be refunded if the appeal was judged as valid and appellant's application successful.

Areas covered by the policy

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This policy covers:

- Appeals from learners/centres in relation to an assessment decision on the basis that we did not apply procedures consistently or that procedures were not followed properly and fairly
- Appeals from centres/learners relating to the decision to decline a request to make reasonable adjustments or give special considerations
- Appeals from centres/learners in relation to the application of a sanction/action resulting from a verification visit or an investigation into malpractice or maladministration or a decision to amend a learner/set of learners results following a malpractice or malpractice investigation
- Appeals relating to a decision following an investigation into a complaint.
- Appeals if you believe we have not applied our procedures consistently or that those procedures were not followed properly, consistently and fairly.

Stage 1. Process for raising an appeal

You have 7 working days from the date we notified you of the decision you are appealing against in which to lodge an appeal - this includes assessment results; hence learners/staff must retain their course evidence until they receive their results. A learner must raise an informal appeal first with their assessor and when this has been exhausted they may then raise a formal appeal (see appendices).

If you are appealing on behalf of your learners you must ensure that you have obtained the written permission of the learner(s) concerned as grades/results can go down as well as up as a result of an investigation.

Persons/centres/ learners and those who are appealing on behalf of a learner should complete the appropriate appeals form (see appendix) and supply relevant supporting information such as the following:

- learner's name and course registration number
- date(s) you or the learner received notification of LYTTG's decision
- title and number of the qualification affected or nature of service affected (if appropriate)
- full nature of the appeal
- contents and outcome of any investigation already carried out relating to the issue
- contact details for all parties who should be notified of progress with the claim
- any additional information that the appellant or centre/tutor deems pertinent to the case

Stage 2. Initial review of the appeal details

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Upon receipt of all appeals our Course Administrator will acknowledge receipt within 10 working days and aim to respond fully to the initial review of the potential appeal within 20 working days. Please note that in some cases the review processes may take longer, for example, if a centre visit is required. In such instances, we'll contact all parties concerned to inform them of the likely revised timescale.

At all times we will ensure that LYTTG personnel assigned to the appeal investigation have the appropriate level of training and competence and that they have had no previous involvement or personal interest in the matter. If they have had involvement in the appeal matter they will not be responsible for allocating a member of staff to carry out the investigation or for overseeing and managing the investigation.

An initial, informal assessment of all potential appeal evidence will ensure the application is complete and to ascertain if the issue can be resolved before it goes to a formal appeal. In all instances we will ensure that the person carrying out this initial check will not have a personal interest in the decision being appealed.

Following the initial review of the potential appeal we will write to the appellant with details of our decision to either:

1. amend the original decision in light of the new rationale/evidence being put forward which has now been reviewed
2. to confirm we stand by our original decision and in doing so the rationale for this decision.

In either case we will request that you confirm, within 15 working days, whether you now accept this decision or if wish to formally proceed to our formal appeals process which will be carried out by an independent party.

Stage 3. Formal appeals process - seeking an independent review

If you decided to proceed to the independent appeal stage we will arrange for an independent review to be carried out.

This will be carried out by someone who is not an employee of ours, an assessor working for us, or otherwise connected to our organisation. They will also be someone with the relevant competence to make a decision in relation to the appeal and will have not a personal interest in the decision being appealed.

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The Independent Reviewer will review all the evidence which took place in the above stages and review if we've applied our procedures fairly, appropriately and consistently in line with our policy. The independent review process may involve:

- a discussion with the appellant or the learner
- a request for further information from the appellant, the learner or personnel
- a centre visit by authorised personnel.

The Independent Reviewer's decision is final in relation to how LYTTG will consider such appeals and we'll let you know the outcome of the review within 20 working days of receipt of the third appeal.

An appellant must first of all go through the centre's appeals process before bringing the matter to BWY. It's expected that learners/centres/tutors will only appeal directly to BWY in exceptional circumstances.

Contact us

LYTTG Administrator Deb Watson: debyoga@gmail.com

Document History		
Date	Staff member	Action
04/03/18	Lisa McRory, LYTTG Co-Director	Reviewed and revised
05/03/18	Bridget Thornborrow, LYTTG Senior Tutor	Approved

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Informal Appeals Form

The learner is expected to fill in all the boxes as far as Assessor Decision and submit it to their Assessor within 7 working days of receiving the assessment decision.

Name			
Assessor			
BWY membership number			
Assignment title and number			
<p>Learner: Describe the appeal you wish to make with reasons.</p> <p>Signed and dated</p>			
<p>Assessor: Decision with reasons. (Return within 20 working days of the date above)</p> <p>Signed and dated</p>			
Learner – do you accept the assessment decision?	Yes		No
<p>Comment by learner e.g. happy to accept the assessment decision or will take it to the formal stage and why. (return within 7 working days of the date above)</p> <p>Signed and dated</p>			

Formal Assessment/ Independent Review Appeals Form

This form is only to be used if the *Informal Appeals* process has not reached a satisfactory conclusion. The learner is expected to fill in all boxes as far as the Assessor comment box. *It must be submitted within 7 working days* of the date of the informal decision to the assessor and IQA. The *Informal Appeals Form* must also be attached.

Name			
Assessor			
BWY membership number			
Assignment title and number			
<p>Learner: Describe the appeal you wish to make with reasons.</p> <p>Signed and dated</p>			
<p>Appeal investigator: Decision with reasons.</p> <p>Investigator Signature and date</p>			
Learner – do you accept the assessment decision?	Yes		No
<p>Comment by learner e.g. happy to accept the assessment decision or will take it to the BWY and why.</p> <p>Signed and dated</p>			