



Learner Assessment Appeals Policy

KeyStone Training Institute

Purpose

This policy establishes a formal procedure for learners to appeal assessment decisions, ensuring that the process is fair, transparent, and maintains the integrity of the assessment system.

Roles and Responsibilities

- **Instructor:** Delivers instruction and academic support to learners.
- **Assessor:** Evaluates and assesses all learner assignments via the LASER portal.
- **Internal Quality Assurer (IQA):** Conducts systematic reviews of assessors' work to maintain quality standards.
- **External Quality Assurer (EQA):** Represented by Qualifi, reviews learner results after IQA sign-off to authorize certificate issuance.
- **Centre Manager:** Ensures that all staff and learners adhere to and uphold the integrity of the assessment process.

Appeals Process

1. **Initial Feedback:**
 - Learners receive comprehensive feedback from the assessor on their assignments.
2. **Informal Resolution:**
 - If a learner disagrees with an assessment decision, they should first discuss the matter with the assessor to attempt an informal resolution.
3. **Formal Appeal:**
 - If the issue is not resolved informally, the learner can submit a formal written appeal to the IQA within 10 working days of receiving the assessment decision.
 - The formal appeal must include:

- Learner's identification details
- The specific assessment decision being appealed
- Grounds for the appeal
- Supporting evidence

4. Internal Review:

- The IQA will review the appeal, reassess the evidence, and consult with the assessor as needed.
- A written response will be provided to the learner within 10 working days of receiving the appeal.

5. External Review:

- If the learner is not satisfied with the IQA's decision, they may escalate the appeal to Qualifi (the EQA).
- The EQA will review all relevant documentation and make a final decision.
- The EQA's decision will be communicated to the learner within 15 working days of receiving the escalated appeal.

6. Final Decision:

- The EQA's decision is final.
- The learner will receive formal notification of the final decision and any required actions.

Monitoring and Review

- Appeals are monitored to identify any recurring issues or trends.
- This policy is reviewed annually to ensure it remains effective and equitable.
- Feedback from learners and staff is considered during the review to maintain high standards.

Policy Responsibility

The Head of Quality Assurance, with support from the Centre Manager, is responsible for implementing, monitoring, and reviewing this policy. Any amendments will be promptly communicated to all relevant stakeholders.

Effective Date: August 20, 2024

Next Review: August 20, 2025

Prepared By: Manager

Approved by: Owner

Sign : Mukta Kale