

Appeals Policy

Introduction

The appeals policy allows for appeals to take place where learners, instructors, assessors or providers feel that Lantra did not apply procedures consistently or follow procedures properly and fairly. This policy applies to any of Lantra's training or qualifications and covers appeals against:

1. Decisions following the outcome of an enquiry about a result for an assessment
2. Decisions regarding reasonable adjustments and special consideration
3. Decisions relating to any action to be taken against a learner or provider following an investigation into malpractice or maladministration.

All other matters may be addressed through the Lantra's Complaints Procedure, detailed in the Customer service and feedback policy.

Appeals can be made by providers, instructors, assessors or learners.

Where an appeal is made with regards to an internal assessment, the appeal must be made to the provider in the first instance using the provider's internal appeals procedures. Learners should only appeal to Lantra if the provider's internal appeals procedures have been exhausted.

Where an appeal relates to the result of an assessment that is set and marked by Lantra, an appeal can only be made following the submission and outcome of a paid enquiry about the result. The appeal can be made directly to Lantra following receipt of the outcome.

Related policies:

Enquiries about results

Customer service and feedback policy

Making an appeal

Appeals must be made within **3 calendar months** of the date of the event that the appeal relates to, e.g. date of the outcome of the enquiry about a result.

All appeals must be submitted to the Quality and Services Manager at Lantra. The appeal must be made on the Lantra Appeal Form.

There are no fees payable for an appeal.



Investigating an appeal

Stage 1 – Collation of information

On receipt of an appeal and supporting documentation this information will be reviewed. Other parties may be contacted for further information where necessary, for example assessors, verifiers or examiners.

Lantra will make every effort to resolve any appeal quickly and will make at least an initial response and acknowledge of receipt of an appeal within **5 working days**. Following receipt of an appeal Lantra aims to move to Stage 2 within **10 working days**.

Stage 2 – Referral to Lantra Audit and Quality Committee members

The appeal will be referred to two members of the Lantra Audit and Quality Committee (or suitable and competent independent persons nominated) to decide the outcome within a further **10 working days**. Committee members are independent and have no interest in the outcome of the appeal. Committee members have appropriate competence to undertake decisions with regards to appeals. This stage may be conducted via telephone, email or other appropriate form of communication.

Should the two committee members be unable to reach a decision the appeal will be raised at the next Audit and Quality Committee meeting who meet **quarterly**. In exceptional circumstances Lantra may arrange an extraordinary Audit and Quality Committee meeting which may be virtual via video or teleconference.

The appealing party may make verbal or written representations to the committee if they wish. Legal representatives for any party will not be permitted to attend.

The decision of the Audit and Quality Committee is final. Following the committee meeting the person or organisation making the appeal will be notified in writing of the outcome of the committee meeting within **5 working days**.



Appealing to the Regulatory Authorities

Where the appeal or complaint is in relation to an Ofqual, Qualifications Wales, CCEA or Scottish Qualifications Authority Accreditation (SQA Accreditation) recognised qualification, an appeal or complaint can be made to the appropriate regulatory authority (Ofqual in England, Wales and Northern Ireland or SQA Accreditation in Scotland). It is recommended that any appeal or complaint to the regulators should only be made when an individual or provider has followed all stages of Lantra's procedures first.

For Ofqual approved qualifications (England, Wales and Northern Ireland*) write to Ofqual, Spring Place, Coventry Business Park, Herald Avenue, Coventry CV5 6UB.

For Qualifications Wales approved qualifications (Wales only) write to: Q2 Building, Pencarn Lane, Coedkernew, Newport, NP10 8AR.

For CCEA approved qualifications (Northern Ireland only) write to: 29 Clarendon Road, Clarendon Dock, Belfast, BT1 3BG.

For SQA Accreditation approved qualifications (Scotland) write to The Optima Building, 58, Robertson Street, Glasgow G2 8DQ.

Learners in Scotland may also make an appeal to the **Scottish Public Services Ombudsman (SPSO)** in writing to: 4 Melville Street, Edinburgh, EH3 7NS. It is recommended that learners make an initial appeal to SQA Accreditation, however, this is not a mandatory requirement.

*Qualifications taken in the devolved administrations may not be regulated by that nations regulator. If learners are not sure who to contact they will be able to obtain this information from their Training Provider or Lantra directly.

Action after the appeal

In some instances, it is possible that the outcome of an appeal may provide evidence to suggest that other learners, providers or others could have been affected in the same way as the person or organisation making the original appeal. Lantra would take this into account to ensure that, wherever possible, the effects were eliminated.

If the appeal indicates a failure in Lantra's assessment process all reasonable steps will be taken to ensure that:

- Other learners affected are identified
- The failure is corrected where possible
- Effects of the failure are mitigated where possible
- Action is taken to prevent a reoccurrence.

For example, if it is shown that a test paper was incorrectly marked, the work of the examiner(s) involved would be reviewed to ensure that other learners were not affected. If similar errors were discovered, Lantra would ensure re-marks of all relevant test papers and, where necessary, issue fresh results to any learners affected.

Monitoring

Appeals received are monitored to identify whether any patterns or trends exist. A summary report on appeals is reported to the Lantra Audit and Quality Committee.

