Alexdd
Training

Appeals Procedure

The following sets out the appeals procedure for Alex D&D Training Ltd. This procedure covers the process for raising appeals against an academic decision that has been made. Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the regulations of the programme of learning then they may appeal to Centre Manager via one of the following methods:

Call:03301136691, 07721796756

E-mail: info@alexdd.co.uk

Write to: The Centre Manager, Alex D&D training Ltd, 36B Slade Gardens, Erith, DA8 2HT.

Examples of areas where an appeal may be raised are as follows:

- If the learner believes that Alex D&D training ltd has not applied the awarding body's procedures consistently or that procedures were not followed properly, consistently and fairly;
- If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them; and
- If the learner feels that the premises/environment for assessment has disadvantaged them.

(Should a learner wish to appeal against a decision made after a complaint has been investigated then please refer to our Complaints Procedure)**.**

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your appeal (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far;
- Copies of any papers or letters to do with the appeal; and
- Any other factors for consideration such as any extenuating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made.

The appeal Procedure:

- Reasons for the appeal
- Automatic progression through the procedure.
- Specified time-scales

All information is documented

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Stages:

Stage 1.

The assessor must reconsider the reasons underpinning the decision and provide clear feedback. If the assessor is upholding the original assessment decision, then the candidate must be provided with full information describing what is required to demonstrate their competence. This should be provided in writing and relate specifically to the standards relevant to the assessment decision.

If the candidate remains unhappy with the decision, the candidate then completes an Appeals Form which will be forwarded to the internal verifier.

Stage 2

The internal Verifier reviews all evidence and assessment records in order to consider the appeal. A decision should be made within 5 working days and the candidate and assessor must be informed orally and in writing using the appropriate section of the Appeals Form.

If the candidate is dissatisfied with the decision the appeal proceeds to stage 3.

Stage 3

The third and final stage involves the right of appeal to the Assessment Appeals Panel. The Internal Verifier/Examiner should pass all records to the Programme Manager. The Programme Manager will convene an Appeals Panel consisting of:

- the Programme Manager
- a different assessor
- an independent assessor/internal verifier

Both the candidate and assessor will be invited to make their case to the Panel.

The Panel will reach its decisions within 10 working days.

Results of the appeals panel will be final.

Details of the appeal will be made available to the External Verifier/Examiner.

Edexcel will be involved as an Awarding Body with information supplied by the External Verifier/Examiner. The External Verifier/Examiner is charged with ensuring

the integrity of the process and is able to provide advice but he/she should not be involved in the appeals process itself either as a panel member or arbitrator. Edexcel will respond to direct requests from students, trainees, parents and employers seeking advice on making an appeal.

If you have any queries about the contents of this policy, please contact the head of centre directly on 07721796765 or email efosa.ekhator@alexdd.co.uk.

Review frequency: Annual. Next review date is 30 Nov 2026
Lead Officer: Head of Quality Improvement
Senior Manager Responsible: Head of Centre

This review will be documented and available for scrutiny on request.