

Policies and Procedures

APPEALS POLICY

Wise Origin is committed to providing fair access to assessment for learners for the quality delivery of work-based qualifications.

All Learner appeals against an assessment decision made by an assessor conducting assessment on behalf of Wise Origin will be taken very seriously.

Wise Origin have an Appeals Process that consists of 3 stages, In line with Regulatory and Awarding Organisation requirement:

Stage 1:

1. The learner must discuss all appeals with clear reasons with the assessor as soon as possible after assessments made by the assessor.
2. The assessor will consider the reasons for appeal and must give the learner an immediate response.
3. If the learner is dissatisfied with the Assessor's response, the Learner should submit to the Assessor Stage 1 Appeals Form detailing the reason for the appeal.
4. The Assessor should inform the Internal Quality Assessor (IQA) responsible for the quality assurance of the qualification of the appeal within 24 hours. The Assessor should respond to the written appeal again using the Stage 1 Appeals Form within 5 working days of receipt of the written appeal.

Stage 2:

1. If the learner is dissatisfied with the assessor's written response, the learner should inform the Assessor within 5 days of receiving the written response.
2. The Assessor should inform the IQA decision within 24 hours. The Learner should send the Appeals Stage 1 form to:
Umair Khan, Director of Wise Origin, 22 St.Georges Way, Leicester, LE1 1SH.
3. The Internal Quality Assurance Manager will reconsider the assessment decision taking into account the learner's reason for appeal, the learner's evidence and associated records, the assessor's reason for the assessment decision and the opinion of another independent assessor from the Centre.
4. The IQA must give the learner the reconsidered decision and complete the Appeals Stage 2 form, within 5 working days of receiving the appeal.

Stage 3:

1. If the learner is dissatisfied with the findings of the IQA then the learner has the right to request an appeals panel and must inform the IQA that they wish to do so.

2. The IQA will inform the Director of the request for an appeal to panel. The Director will draw up and chair a panel consisting of an IQA other than the IQA responsible for stage 2 and an independent Assessor who may or may not be from the Centre.
3. The appeals panel will discuss the evidence and complete Appeals Stage 3 form and a decision must be sent to the learner within 5 working days
4. The Appeals Panel decision is the final stage of the Wise Origin Appeals procedure.
5. Further Learner appeals against assessment decisions or Learner appeals against externally marked examination results or direct appeals by Learners against awarding organisation decisions concerning Centre qualification approval or certification status fall outside of this policy remit and require direct appeal to the applicable Awarding Organisation.
6. If the learner wishes to appeal further then they must contact the relevant Awarding body directly within 20 working days of the assessment if the learner is not satisfied with the outcome of the appeal raised with Wise Origin. (Appendix A)

This policy will be reviewed by Human Resources every year and if/when there are changes in legislation and company practice.

Review of the Policy

The Appeals Policy will be revised annually by the Senior Management Team and Director.

Policy Review	Review Date	Next Review Date	Approved by
Annually	1 st October 2024	25 th July 2025	Umair Khan

Appendix A

Highfield Qualifications	01302 363 277	info@highfieldassessment.com
NCFE	0191 239 8000	customersupport@ncfe.org.uk
City and Guilds	0192 4930 801	learnersupport@cityandguilds.com
BCS (British Computer Society)	01793 417 417	customerservices@bcs.uk
CMI	01536 207496	qualifications@managers.org.uk
Academy4PM	01639 630001	appeals@academy4pm.com

