

## 4.1 Learner Appeals Policy

### Version Control

Version	Date	Description	Author
1.0	January 2024	Initial Policy Development	C-TAC
2.0	November 2024	Updated to include TAQA system integration	C-TAC

#### 4.1.1 Purpose

This policy ensures that learners have the right to appeal assessment outcomes and decisions affecting their progress in compliance with PHECC standards and aligned with TAQA quality assurance principles. The process is designed to be fair, transparent, and timely.

#### 4.1.2 Scope

This policy applies to all learners enrolled in C-TAC's full-time, part-time, and blended learning programmes.

#### 4.1.3 Appeals Principles

- **Fairness:** All appeals are considered impartially and without bias.
- **Transparency:** Learners are informed of the appeals process, including timelines and required documentation.
- **Timeliness:** Appeals are resolved within clearly defined timeframes.
- **Accountability:** Decisions are documented and communicated clearly to learners.

#### 4.1.4 Process

##### 1. Grounds for Appeal:

- Learners may appeal assessment results, procedural errors, or decisions affecting their progression.
- Appeals must be based on valid grounds, including unfair assessment, administrative errors, or extenuating circumstances.

##### 2. Submission of Appeals:

- Appeals must be submitted in writing within 10 working days of receiving assessment results or the decision being appealed.
- The appeal must include the reason, supporting evidence, and the desired outcome.

##### 3. Initial Review:

- The Quality Assurance Team acknowledges receipt of the appeal within two working days.
- The appeal is reviewed to ensure it meets the eligibility criteria before proceeding.

#### 4. Appeals Panel Review:

- An independent Appeals Panel, chaired by the Director of Training and including an Internal Verifier and a faculty representative not involved in the original assessment, reviews the appeal.
- The panel considers all evidence, including assessment records, feedback, and supporting documentation.

#### 5. Decision and Communication:

- The Appeals Panel reaches a decision within 10 working days of receiving the appeal.
- The learner is informed of the decision in writing, including the rationale and any further actions.

#### 6. Escalation and External Review:

- If the learner is dissatisfied with the outcome, they may escalate the appeal to an external panel, at the discretion of the DOT for an independent review.
- External appeals must be submitted within five working days of receiving the internal appeal decision.

### 4.1.5 Responsibilities

- **Board of Directors:** Provides oversight of the appeals process to ensure fairness and compliance.
- **Director of Training:** Chairs the Appeals Panel and ensures timely resolution of appeals.
- **Quality Assurance Team:** Manages the appeals process, maintains records, and communicates decisions.
- **Appeals Panel:** Reviews appeals impartially, considering all evidence and making informed decisions.
- **Learners:** Submit appeals within specified timeframes, providing clear reasons and supporting evidence.

### 4.1.6 Monitoring and Review

- The appeals process is reviewed annually to ensure compliance and effectiveness.
- Internal audits verify that appeals are handled fairly, consistently, and within defined timeframes.
- Stakeholder feedback is collected to assess the transparency and efficiency of the process.

### 4.1.7 Approval and Compliance Monitoring

- **Approved by:** Adrian Coffey, Director of Training
- **Date:** October 2024
- Compliance with this policy is monitored through regular audits, feedback, and external verification.