



Appeals Policy

Policy Reviewed	Next Planned Review date	Signed
September 2025	September 2026 - or as required	K.Wootton
September 2026	September 2027 - or as required	K.Wootton

Aim:

- 1.1 This policy describes how appeals are processed and how the associated responsibilities are allocated.

2. Policy:

2.1 Policy statement:

- 2.1.1 It is New Pastures policy that appeals against training/assessment decisions will be treated both fairly and openly.
- 2.1.2 New Pastures acknowledges the right of any learner who has applied for training or assessment, to challenge the outcomes of their training/assessment if they consider that this has not been carried out correctly and fairly.

2.2 Sources and Circumstances of Appeals:

- 2.2.1 The possible sources and circumstances of appeals are as follows:
- 2.2.2 Trainers/assessors – relating to internal quality assurance or administrative issues.
- 2.2.3 Learners or their employers or representatives:
- i. relating to the conduct of the assessment.
 - ii. relating to the suitability of the evidence when set against the Assessment Criteria and evidence requirements of the qualification.

2.3 **Responsibilities:**

- 2.3.1 New Pastures will make all learners aware of their right to appeal against decisions made by trainers/assessors.
- 2.3.2 New Pastures will make the Appeals Procedure and Notification Form available to all learners or their representative upon request.

Appeals Policy (cont.)

- 2.3.3 New Pastures will aim to resolve Appeals 'in house' initially in accordance with this policy. This does not preclude learners from taking their appeal to the appropriate Awarding Organisation if they are dissatisfied with the 'in house' outcome. This may be via New Pastures or direct to the relevant awarding organisation. In this case the Quality Assurance Officer at the Awarding Organisation must be contacted and will require that the appeal be confirmed in writing.
- 2.3.4 Only written appeals will be processed in accordance with this policy. The learner will be supplied with the Appeals Notification Form (Form A) and asked to return this to New Pastures as soon as possible.
- 2.3.5 The Quality Assurance Coordinator logs the initiation and progress of the appeal on the Appeals Progress Form (Form B).
- 2.3.6 The Quality Assurance Coordinator will respond (within 5 working days of receipt) and appoint an appropriate Investigating Officer.

The Quality Assurance Coordinator will contact person who has made the complaint within 30 days of them initially logging the appeal with the result and where necessary is responsible for negotiating resolution of appeals with the plaintiff and for signing off the Appeals Progress Form (Form B).

2.4 Process:

- 2.4.1 Written appeals are always acknowledged to the plaintiff without any prior judgement being made as to who may be in the wrong, and advised to the Assessor, Internal Quality Assurer, or other interested parties as relevant.
- 2.4.2 Having first consulted any other interested/involved parties, The Quality Assurance Coordinator will seek such further clarification from the plaintiff, or their representative as may be necessary to proceed.
- 2.4.3 The Assessor/Internal Quality Assurer or other party against whom the dispute or appeal has been made is notified of the fact in writing and requested to respond in writing with their views so that a judgement can be made.
- 2.4.4 The outcome of any action to be taken is advised to the Assessor/Internal Quality Assurer and any other involved party and agreed before further contact is made with the plaintiff.

- 2.4.5 If necessary, a suitable person may be appointed by Quality Assurance Coordinator (within 15 working days of receipt of the appeal) to investigate the issue and if necessary to produce a detailed written report and return to New Pastures within 15 working days of appointment (30 working days of receipt of the dispute or appeal).
- 2.4.6 The Investigating Officer will be either an EQA, Auditor, IQA, assigned to the centre at the time of the appeal for appeals relating to Candidates (item 2.2.3) or Assessors (item 2.2.2).
- 2.4.7 Once the report has been received by the Quality Assurance Coordinator the decision of New Pastures will be formulated and will be sent in writing to the plaintiff within 55 working days of the original appeal being received at the Centre.
- 2.4.8 All plaintiffs, if not satisfied with the decision of New Pastures have the right of appeal to the appropriate Awarding Organisation. The appeals policy of the appropriate Awarding Organisation will be made available to learners or their representatives on request.

2.5 **Periodic Review of Appeals**

- 2.5.1 The aim is to enable New Pastures to identify the root causes of avoidable/persistent causes of appeal. This will allow the Centre to plan measures to reduce or eliminate these problems in the future and to save costs arising from appeals.
- 2.5.2 All appeals received during any quarterly period will be reviewed at the next centre QA meeting.
- 2.5.3 A record will be kept of the review and findings and of any actions that can be taken to improve systems of operation or Customer relations.

2.6 **Retention of Records:**

- 2.6.1 All relevant records are retained in the Appeals File for not less than five years from the date the appeal was received.
- 2.7 Cost of Appeals:
 - 2.7.1 There may be a charge to learners for processing appeals.

3. **Responsibilities:**

Board members

Senior managers

Centre Coordinator

Quality Assurance Coordinator

Internal Quality Assurer

External Quality Assurer

Assessor/Candidate/Candidates representative

4. Relevant documents:

Learners Appeals Procedure

Form A	Appeals Notification Form
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Form B	Appeals Progress Form
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- 5.** If you are not satisfied with the response from New Pastures after following the above, please contact the relevant body below

CITY & GUILDS

GILTSPUR HOUSE

5-6 GILTSPUR STREET

LONDON

EC1A 9DE

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