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## **Appeals Policy**

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**Purpose of Regulation:  
appeals procedures**

**To inform LearnPlay Foundation staff of complaints and**

**Approval by:**

**LearnPlay Foundation Directors**

**Responsibility for its update:**

**Rohini Hands, Director & Legal Council**

**Regulation applies to:**

**LearnPlay Foundation staff, apprentices, contractors, interns &  
volunteers who work with children**

**Date of Approval:**

**06 September 2022**

**Proposed Date of Review:**

**August 2023**

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## APPEALS PROCEDURE

### Policy Statement

**LearnPlay Foundation endeavors to ensure a fair and unbiased service is provided to learners. Therefore, those who are impacted by potentially inaccurate outcomes from examination or assessment decisions, or who perceive that any decision-making process was not handled in line with established procedures, have a right to make an appeal. This policy is relevant to all processes, products and assessments that we provide.**

### Scope

Any apprentice that feels they have a complaint must review the organisational complaints procedure or talk to their Department Head in the first instance. If the complaint is regarding their Department Head, they should seek to speak to a Director or the Quality Manager and follow the Complaints Procedure.

### Your right to appeal

If we or one of our awarding bodies has failed to provide one of our services to you and you would like to appeal, you can ask for a review of it. We have procedures for appeals that should be followed in order to get the issue resolved as quickly as possible.

In general, LearnPlay Foundation acknowledges that the following may form a basis for an appeal, however, this list is not exhaustive:

- The assessment criteria were not made clear.
- The course did not provide the opportunity to meet the assessment criteria.
- The assessment did not provide the opportunity to meet the assessment criteria.
- The assessment was improperly managed/undertaken.
- The marking was not in line with the assessment criteria.

Learners may not appeal against:

- Assessment criteria or course material provided by the awarding organisation.
- The assessment result where the learner did not get the additional support needed, but failed to inform us/apprenticeship provider of the required support in good time.
- The assessment result where the learner has failed to meet the minimum standards of the course – e.g., poor attendance, not submitting coursework on time or not completing mandatory activities.

### Roles and Responsibilities

Learners are responsible for:

- Fully engaging with LearnPlay Foundations course and assessment requirements; and
- Informing us in good time of any additional learning support required; and
- Logging appeals in the specified timeframes via the appeals procedures outlined below.

Employees are responsible for:

- Passing on appeals to the Appeals Officer within two working days.
  - Assisting the Appeals Officer where required.
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Appeals Officers are responsible for:

- Conducting informal discussions with learners to seek a speedy resolution where appropriate.
- If informal resolution is not achieved, conducting a review of the assessment and course or module for which the results are being appealed.
- Conducting or organising, where required re-assessment, re-submission or second marking.
- Liaising with the awarding organisation where required.
- Providing feedback in writing to the learner as to the outcome of the review and outlining the next steps they may take.
- Providing feedback to the assessor and/or trainer and/or supporting staff where necessary.

<b>Position</b>	<b>Name</b>	<b>Email</b>	<b>Telephone</b>
Appeals Officer	Rohini Hands	ro@learnplay.org.uk	0121 318 6224

## **Appeals Process**

It is our aim to treat each case fairly and consistently. However, if you disagree with a decision that has been made regarding your examination result, any assessment or your learning portfolio, you can appeal against it.

In the event that a learner believes they have grounds for an appeal, they should follow the appropriate reporting process outlined within this policy in the first instance. The grounds on which to base an appeal must include one or both of the following. The appellant must have either:

- Information and/or evidence to contravene and potentially change the original procedural decision or
- Information and/or evidence to demonstrate that the original decision-making process was not handled in line with the established procedure.

Where an appellant believes they have appropriate grounds for an appeal, the reporting procedure must be completed, and the appeal should be made within 20 working days of receipt of the original decision.

### **Stage 1: Submitting an Appeal**

Learners must contact LearnPlay Foundation within 20 working days of the results being issued / assessment taking place, by email or letter, stating the following information:

- Their name, learner identification number, address, and telephone number.
- The grounds/basis on which they are appealing.
- The course or learning module the appeal relates to.
- The date the assessment took place.
- The date the results were issued / assessment was conducted.

Appeals should be addressed to your assessor/ tutor or the appeals officer.

On immediate notification that a learner has appealed a result, a record of the appeal must be made. A case file will be opened and all relevant evidence and information about the appeal must be maintained within the file, ensuring all information is indexed and recorded.

The receiving appeal officer will conduct a cursory review, and where the appeal officer agrees with the assessment result, will contact the appellant to resolve the dispute and agree on the assessment result.

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Where the appeal officer, after a cursory review, considers there may be grounds for appeal, the appeal will be escalated to the formal stage. In such circumstances, the appeal officer will contact the learner within 10 working days to inform them of the escalation.

If the dispute cannot be resolved informally, the learner should submit a formal appeal.

### **Stage 2: Informal Resolution**

An appropriate staff member will discuss the appeal with the learner and attempt to find a solution that suits both parties. Learners should allow sufficient time to investigate or rectify the grievance. The person who is in receipt of the informal appeal is required to:

- Log the appeal
- Log all activities undertaken in order to rectify the situation
- Log the date all outcomes were confirmed verbally to the learner (within 25 working days of receipt of the appeal).

This information will be reported to LearnPlay Foundations Appeals Officer to ensure appropriate action is taken and records are maintained.

### **Stage 3: Formal Appeal**

Where the appeal cannot be resolved informally to the satisfaction of the learner, or if learners feel that they cannot make an informal appeal to the person who made the procedural or assessment decision, the appeal should be submitted in via email to the Appeals Officer to provide a detailed account of their grievance.

The Appeals Officer will acknowledge receipt of each appeal within 10 working days, outlining the course of action to be taken. The Appeals Officer will effectively handle the appeal by means which will be relevant to the nature of the appeal. Appeal handling activities may include the collection of:

- Documentation which supported the original decision
- Communications related to the appeal
- Review of feedback and/or decisions
- Review of the documentation supporting the decision
- Remark of assessment
- Review/conduct of internal verification
- Review/conduct of moderation
- Reassessment (where required)
- Consultation with the Awarding body (where applicable)

A review of the information collected will be completed and outcomes determined once evidence is validated.

Updates or outcomes will be communicated to all relevant stakeholders within or every 25 working days. The decision of the appeals lead is final and the appeal file will be closed by LearnPlay Foundation.

The Appeals Officer will maintain all records to ensure an effective audit of all decisions made. All appeal information is to be kept confidential and retained for a minimum of 7 years.

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## Stage 4: Escalation

Where the learner exhausts appeals procedure, and remains dissatisfied with the outcome, they are eligible to report the details of their appeal to the relevant authority or awarding organisation in accordance with their procedures. In making an appeal it is important to provide:

- A full description of your appeal, including the subject matter, dates, times and any reference numbers, if known
- Names of any people involved in the matter
- Names of any people you have dealt with
- Copies of any documents or letters connected with the appeal.

Evidence should be provided to support the appeals process and to facilitate effective evaluation of the situation.

## Recording and Monitoring

The Appeals Officer keeps a log in which appeals are recorded. They will ensure that detailed and accurate records of any appeals are kept in a safe and secure place. The nature and content of appeals at all stages will be monitored so that appeals can be reviewed and recommendations are made to the Directors in order to resolve consistent difficulties.

## Policy Review

This policy will be reviewed annually unless there is a change in legislation changes or supporting data identifies that a review is required before this date.

Originator:	Rohini Hands
Date of latest review:	06/09/22
Date of last approval:	06/09/22
Approved by:	Rohini Hands
Review interval:	Annually
Next review due by:	August 2023
Signed:	

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