

Learner Enquiries and Appeals Policy

Issue	Date	Author	Change details
Version 2.0	February 2025	LH	Updated version reviewed by CC

Next review date: January 2026

Purpose

Our Future Tutoring is committed to providing an efficient and high standard of service to all. We are continually working to achieve this high level of service by maintaining quality assurance standards which are compliant with regulatory requirements.

It is our aim to ensure that all assessment outcomes are fair, consistent, and reliable based on the valid judgements of the assessor using the assessment strategy for the qualification in question. However, occasions may arise where the training provider or learner may wish to question a decision.

Policy

Our Future Tutoring will ensure that:

- Assessments are carried out by assessors who have the appropriate qualifications, knowledge, understanding, and skills, and the assessments are valid for the subject or qualification in question
- Assessment evidence is authentic, solely being produced by the learner in question
- The consistency of assessments decisions covering all assessors over time
- Appeals are heard by individuals that have the appropriate competence to make decisions in each individual case and have had no prior involvement, or a personal interest in the case.

Everyone has the right to appeal if they believe that their assessment decision, or a decision following a malpractice or maladministration investigation is incorrect. This policy will define the stages and procedures you would need to follow guidance is as follows:

- The process you need to follow to submit an enquiry or appeal

- The timescales for an enquiry or appeal
- How and when you will be notified of the outcome.

Our Future Tutoring will accept an appeal in relation to the following:

- Appeals against results of assessment or quality assurance
- Appeals against a decision made relating to a reasonable adjustment or special considerations application
- Appeals against decisions relating to any action taken against a learner or ATC following an investigation into malpractice or maladministration
- Appeals against ATC or qualification approval decisions.

We are committed to providing an equal opportunity for all, where possible to communicate with us. Therefore, if a learner or training provider wishes to enquire or appeal against an assessment decision they have clear guidance on how to proceed.

Firstly, we advise all learners to discuss any concerns or enquiries relating to the result of the assessment with the assessor to resolve the issue. If you are not satisfied with the outcome, then please contact us at Our Future Tutoring for further advice and guidance or refer to the guide within this policy.

Stage 1: Enquiries Regarding Assessment Decisions

If a learner wishes to question an assessment result they should initially discuss their concerns with the Approved Training Centres (ATC) tutor / assessor and follow the ATCs appeal process. If the learner is not satisfied with the outcome the ATCs tutor / assessor and learner should complete an appeal in writing, outlining the nature of the matter and internal enquires/investigations made. This must be submitted to Our Future Tutoring within **28** days of the final results being issued to the learners'.

Our Future Tutoring will acknowledge receipt of the enquiry within **7** working days, this will be followed promptly by the adjudication process. Our Future Tutoring will appoint the relevant manager to act as an adjudicator who has not had any involvement with the case.

The adjudicator will consider the written submission from the course tutor / assessor and learner and will review the procedures that were followed to reach the result decision, this may include contacting other parties who were included within the course.

The adjudicator may instruct that a further re-mark or reassessment should take place if they consider that the assessment procedures were not adequately followed. The ATC tutor / assessor and learner will be notified of the adjudication outcome as soon as it is available, within a maximum of **28** days.

If the ATC tutor / assessor and learner are not satisfied with the enquiry outcome of stage 1, they may escalate the decision to stage 2 of this process with any supporting evidence.

Stage 2: Appeal

A stage 2 appeal must be submitted within **14** days of the stage 1 enquiry decision being received, accompanied with an administration fee of £50. This fee is subject to amendment. Our Future Tutoring will acknowledge receipt of this appeal within **7** working days. The appellant will be contacted within **14** days to outline the procedures that will be adopted.

Where sanctions have been applied to an ATC, STA Tutor, Assessor, IQA due to an area of concern or non-compliance, if they wish to appeal the decision this may be done by submitting their reasons via email compliance@ourfuturetutoring.com within **14** days of the sanction decision being issued. Please ensure the ATC, STA Tutor, Assessor, IQA name, reference number and 'Appeal request' title is included in the subject box, this must be accompanied with an administration fee as noted above.

Our Future Tutoring will acknowledge receipt of this appeal within **7** working days. The appellant will be contacted within **14** days to outline the procedures that will be adopted.

Our Future Tutoring will make arrangements for the Our Future Tutoring appeals committee to promptly hear the appeal at our OFT head office or via a remote meeting. You may attend and have one representative present at the appeal hearing.

The appeals committee consisting of senior managers or other individuals deemed to be appropriately competent, who have no personal interest in the decision being appealed and an independent person who is not an employee, assessor or otherwise connected to Our Future Tutoring will evaluate the procedures used for consistency with Our Future Tutoring procedures to review if the previous decision was reached fairly.

The appeals committee are unable to re-mark or re-assess work but may instruct that a further re-mark or re-assessment should take place if they consider that the procedures were not adequately followed.

The appeals committee will make the final decision and notify the appellant of the outcome by letter as soon as it is available, within a maximum of **28** days. If the appeal is upheld the appeal administration fees will be reimbursed to the appellant.

If the outcome of an appeal at any stage leads to Our Future Tutoring discovering a failure in the assessment process an investigation shall be conducted to determine if there are any other learners' affected, and if there are any adverse effects arising from the failure. If this is the case, Our Future Tutoring shall promptly implement the adverse effects procedure and take decisive action to correct the failure, or if this is not possible to reduce the impact of the failure on any learners'.

Referral to Regulatory Authority

If the learner is not satisfied with the appeal committee's decision they may refer their complaint to the appropriate Regulatory Authority i.e. Ofqual (England

Please note that the regulators are unable to overturn an assessment decision. Please see below for the relevant contact details.

Monitoring and Review

Following an appeal decision that is upheld due to a failure in Our Future Tutoring assessment process, or notification of failure in the assessment processes of other awarding organisations, policies and procedures shall be reviewed to ensure that the failure does not reoccur. This policy and its procedures will be reviewed annually as part of our quality assurance requirements to ensure it is fit for purpose, reflects the type of appeals that we may receive and ensure the process is managed in accordance with regulatory requirements.

Contact Details

Ofqual (England)

Complaints
Ofqual
Earlsdon Park
53–55 Butts Road
Coventry
CV1 3BH

Tel: 0300 303 3344 (the phone line is open on weekdays from 09:00 to 17:00)

Website: ofqual.gov.uk

Email: complaints@ofqual.gov.uk