

APPEALS POLICY

Appeals can be made to areas of concern by learners and clients, including but not limited to administration and assessment errors, perceived discrimination, and failure to take into account any special circumstances or decisions relating to malpractice or misconduct. Learners are strongly encouraged to pursue any enquiry, complaint or grievance informally by email, live chat or by messaging tutors before following formal systems, as many appeals can be resolved satisfactorily through these informal means. There is a time limit for making appeals (1 week) from course completion. There is a time limit of a further 2 weeks to review this appeal, an appeal review fee is payable (refundable if the appeal is upheld).

1. Appeals to ESOLCENTRE.

Appeals can be made to all areas of concern to those delivering courses, including but not limited to decisions regarding approvals, sanctions and Internal Verifier, decisions, requests for reasonable adjustments or special consideration, or decisions relating to malpractice or misconduct.

Disagreement with an assessment judgement is not normally grounds for an appeal. ESOLCENTRE's tutors/staff follow strict criteria when making their assessment decisions in accordance with company's assessment specifications. Appeals generally fall into the following categories:

- a) Administration error - typically a mistake in recording results.
- b) Assessment error - accidentally using criteria other than those specified in the course.
- c) Discrimination - the method of assessment was not fair and reasonable under the circumstances, or the assessor was biased or prejudiced.
- d) Decisions regarding Reasonable Adjustments and Special Considerations.

*Evidence to be submitted in support of the appeal.

1.1 Specific point of contact Ask for ESOLCENTRE's Manager or Director.

1.2 Summary of full Appeals Process The full appeals process is summarised below. It is anticipated that most queries will be resolved informally by the ESOLCENTRE with a minimum of delay.

- a) Clarification of the original decision (where necessary).
- b) Investigation
- c) Decision
- d) Appellant informed of decision and subsequent actions.

2. Monitoring, Evaluation and Reporting Appeal Decisions

Appeal enquiries will be dealt within the following timescale:

2.1. Non-urgent 14 working days

2.2. Urgent 5 working days

3. Appeals Fees: If an appeal is upheld successfully, the fee will be refunded.

3.1. £50 non-urgent appeal

3.2. £80 urgent appeal

This appeals policy is reviewed annually.