

APPEALS POLICY

Appeals can be made to areas of concern by learners, 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 recommended to pursue any enquiry, complaint or grievance informally by making a telephone or [email](#) enquiry to ESOLCENTRE, before following formal systems, as many appeals can be resolved satisfactorily through these informal means.

There is a time limit for making appeals (1 weeks) 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 - perhaps 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 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.
- b) Informal dialogue to review the context and criteria of the decision.
- c) ESOLCENTRE's appeals investigator to contact and discuss the assessment decision with the course tutor.
- d) Appellant informed of subsequent actions and decision.

2. Monitoring Evaluation and Reporting Appeal Decisions

Learners 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

ESOLCENTRE.UK LTD