


Dove Nest Group Appeals Policy

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Signed: 

Managing Director

Jenny Jones

Date 20/10/2022

DOVE NEST GROUP POLICIES AND PROCEDURES

1. Introduction

As an approved center Dove Nest Group operates an appeals procedure for learners to use if they wish to challenge an assessment/grading decision made by a trainer.

It is our responsibility to make learners aware that they have the right to challenge an assessment decision and make them aware of the appeals process.

2. Responsibility and Implementation

Dove Nest has a Head of Quality and Compliance (HQC) who is responsible for managing the appeals process. All learners will be told who the HQC is and who the allocated Internal Quality Assurer (IQA) is for their trainer.

- If a learner disagrees with an assessment outcome or proposed assessment plan, the learner will be expected to explain the basis of the disagreement to the trainer at the time of the feedback session. The trainer must be able to highlight clearly to the learner why the outcome has not been met, or the reasons for the proposed assessment plan. This type of 'negotiation' does not constitute a formal appeal.
- If the disagreement has not been resolved after a feedback session, both the trainer and learner should request advice promptly from their allocated IQA who will try to resolve the issue. If this is not possible, the formal appeals procedure shown below should be invoked.
- The allocated IQA will inform the HQC of the appeal being raised and seek guidance and support, as required.

Review and consideration of appeals that have been made will help Dove Nest's internal quality process and enable the Quality Team to monitor the assessment process and improve it, where appropriate.

Records of all formal appeals will be made and kept in Dove Nest's internal quality assurance file. Where appropriate, these records will be made available to representatives of regulatory bodies or awarding organisations.

Dove Nest has a responsibility to ensure that all data is processed in line with GDPR legislation. Dove Nest aims to ensure that individuals are aware that their data is being processed, and that they understand:

- How the data is being used,
- How to exercise their rights.

For further information on how data will be used please refer to the Dove Nest policies on GDPR/ Data Protection.

3. Formal Appeals Procedure

If, after an informal discussion with the IQA, a learner wishes to make a formal appeal, the learner must complete the appeals form (see below) and send it to the nominated IQA. This must be done within 10 working days of receiving the original assessment feedback. The nominated IQA will record this in Dove Nest's IQA file.

Learners can appeal against the following:

- The assessment plan – the learner can appeal if they do not agree with the suggested methods, location, time, or timescale.
- The assessment – the learner has the right to appeal if they feel that the assessment differed from what was agreed on the assessment plan, or they feel that they did not receive a fair assessment.
- The assessment decision – the learner can appeal if they feel the trainer's judgment was unfair.

On receipt of the formal appeal from the learner the nominated IQA will:

DOVE NEST GROUP POLICIES AND PROCEDURES

- Record all information and decisions at every stage for audit purposes and keep all documents in the IQA file so they are available to representatives of regulatory bodies or awarding organisations.
- Seek a solution negotiated between the relevant trainer and learner.
- If an agreement cannot be reached, a date will be set for an **appeals panel** to meet.
- The **appeals panel** will consist of a minimum of two qualified trainers/IQAs not involved in the original decision. It will meet within 15 working days of the receipt of the appeal by the allocated IQA and the HQC.
- The appeals panel will ensure that full original details are obtained in writing from both the trainer originally involved and the learner.

The outcome of the appeal may be as follows:

- Confirmation of the original decision.
- A re-assessment by an independent trainer.
- A judgment that adequate evidence meeting the assessment criteria has been shown.
- An opportunity to re-submit for assessment within a revised agreed timescale.
- The written decision of the appeals panel will be issued to the learner within 5 working days of meeting.

Dove Nest will make every effort to adhere to the time limits stated but reserve the right to extend these should the appropriate people be unavailable.

If the learner is not satisfied with the decision at this stage and this procedure has been exhausted, then the learner can contact the awarding organisation. The awarding organisation should only be contacted when Dove Nest's internal appeals procedure has been fully completed.

If the learner is still not satisfied after the awarding organisation has been consulted, then the learner can contact the relevant regulatory body.

DOVE NEST GROUP POLICIES AND PROCEDURES

Appeals Form	
Name: Telephone Number: Email:	Address: Postcode:
Programme Title:	Trainer Name:
Unit /Learning Outcomes:	Date of Assessment:
Evidence Disputed:	
Nature and details of disagreement:	
Continue on a separate sheet if necessary	
Signed:	Date: