



## Appeals Policy

## Policy Statement

All learners have the right to challenge the outcomes of their assessment decisions if they consider the assessment has not been carried out properly.

This appeals policy is made available to all delegates upon request, but it is also available on our website.

Learners might appeal on a variety of issues.

These issues may include the following:

- Conduct of the assessment
- Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements
- The opportunities offered in order to demonstrate competence of attainment
- Access to assessment
- Process of assessment
- The handling of an appeal
- Administrative issues e.g., failure to register/apply for certification

### **Statement of Principle**

This policy is in place to enable 'Plane Training's learners to enquire, question or appeal against an assessment decision. 'Plane Training will aim to reach an agreement with a learner at the earliest opportunity, regarding any appeals that are made.

'Plane Training will ensure that:

- Internal assessments are conducted by members of 'Plane Training's staff who have appropriate knowledge, understanding and skills in this area.
- Assessment evidence provided by learners is produced and authenticated according to the requirements for the subject concerned.
- The consistency of internal assessment will be maintained by internal verification and standardisation.

If a learner wishes to appeal, the appeal must be lodged in writing with the relevant Appeals Policy –

Please email us at [support@planettraining.co.uk](mailto:support@planettraining.co.uk) to receive our step-by-step procedure and any relevant forms.

