

Appeals Policy

It is the intention of PrATiQ™ that the assessment process will be transparent, fair and just for all learners. All learners have the right to appeal against any assessment decision.

Any learner may appeal against an assessment decision if they feel:

- that they have been treated unfairly
- the assessment decision to be wrong or invalid
- the assessment process to be unfair or wrongly carried out
- the assessment or teaching methods to be inappropriate
- the assessment process to be unreliable or inconsistent
- the course work and content not meeting the course outline

A copy of this policy will be publicly displayed.

A copy of this policy will be provided to all learners and discussed during induction.

Written records will be kept of all appeals.

Appeals against assessment decisions

This Appeals Procedure is normally used if you feel that PrATiQ™ has made an unfair assessment decision.

1. If you are unhappy with any aspect of the assessment and award process, you should first discuss the problem with your tutor within five working days of receiving your result. You must make clear the reason for the appeal at this time and your tutor will make and keep a written record of your discussion with the date and the outcome. The record will be forwarded to the Accreditation Manager. PrATiQ™ will confirm receipt of your appeal within three working days.
2. If you aren't satisfied with the outcome of your appeal, you should send a letter to the Quality Manager. Address is on the back of the Complaints Procedure. We will confirm receipt of your appeal within three working days.
3. The Quality Manager will contact the tutor/Internal Verifier to discuss the reasons for your appeal and will investigate, taking into account your particular circumstances. In

some cases, the Quality Manager will decide that you should be reassessed by another tutor who teaches the same accredited course. If this isn't possible, the internal verifier will be asked to internally verify your assessment and provide both you and your tutor with a feedback.

4. You may be offered the opportunity (depending on the circumstances) to either:
 - Contribute additional work needed to achieve accreditation
 - to be reassessed
5. If necessary, the relevant Awarding Body will be consulted, and guidance sought. You will be kept fully informed and will receive any decisions and findings in writing.
6. If you are still not satisfied, then you can make an appeal to the PrATiQ™ in writing. PrATiQ™ will review what has happened and consult the awarding body.
7. The decision of the Awarding Body is final.
8. The Appeal results will be reported to the appropriate External Moderator or External Verifier.

At any stage any learner can seek the support of an advocate or friend to assist you deal with your appeal.

The stages of the process follow:

Stage 1

In the first instance you should discuss your concerns with your tutor. Your tutor will reply to your concerns within five working days. The decision will be given both verbally and in writing.

Stage 2

If have been unable to resolve your appeal or complaint informally you can appeal in writing to the Programme Manager at PrATiQ™. Your appeal will be investigated, assessed and a decision will be given to you in writing within 14 days. The result of this investigation is final.