

*Mary Pugsley MBE*

Director, HAIR AT THE ACADEMY



# Appeals Policy and Procedure

**Written by Mary Pugsley MBE**

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## 1 Introduction

### 1.1 Purpose

This policy sets out information about our process for appeals against assessment decisions, including those made relating to reasonable adjustments and special arrangements, the circumstances in which they may be made and the processes which must be followed.

We publish this policy, procedure and process flowcharts in centre handbooks, to support the process of appeal of assessment decisions in a timely manner. Where an investigation leads to the discovery of a failure in its assessment process, we take all reasonable steps to:

- identify any other learner who has been affected by the failure;
- correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure;
- ensure that the failure does not recur in the future.

### 1.2. Scope of the policy and grounds for appeal

This policy is provided for the use of learners who are taking or have taken assessments, and personnel with responsibilities for managing, delivering, assessing and quality assuring qualifications who wish to appeal against decisions as set out above, because procedures were not applied consistently, properly or fairly.

### 1.3. Regulatory authorities

This policy addresses the requirements of the relevant VTCT awarding organisation and regulatory authorities' criteria.

### 1.4. Responsibilities

HATA is responsible for ensuring that all appeal decisions:

- are dealt with by at least one decision maker
- are always taken by persons who have appropriate competence
- Are responded to in a timely manner
- Are taken seriously and treated sensitively.

HATA personnel are required to follow the related procedures in order to deal with enquiries about results and appeals as effectively as possible

HATA are responsible for ensuring that all personnel involved in the management, delivery and assessment of VTCT and ITEC qualifications are fully aware of the HATA and VTCT appeals policies and conversant with the related procedures. HATA must provide easy access to both of the policies for all learners who wish to appeal against a decision.

HATA's own appeals procedures must be exhausted before an appeal is raised with the awarding organisation e.g VTCT

### 1.5. Review arrangements

This policy is reviewed annually as part of HATA self-evaluation activity, which considers customer and regulatory feedback and good practice guidance.

### 1.6. Complaints

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HATA has a separate complaints policy and procedure, which should be followed by learners who are dissatisfied with any other aspect of our services than those listed above. For further information please request a copy of the complaints policy and procedure.

### 2. Enquiry

An enquiry can be a request for an administrative check of the accuracy of the results themselves, or in relation to decisions made regarding reasonable adjustments and special considerations. This may take the form of a request for one of the following:

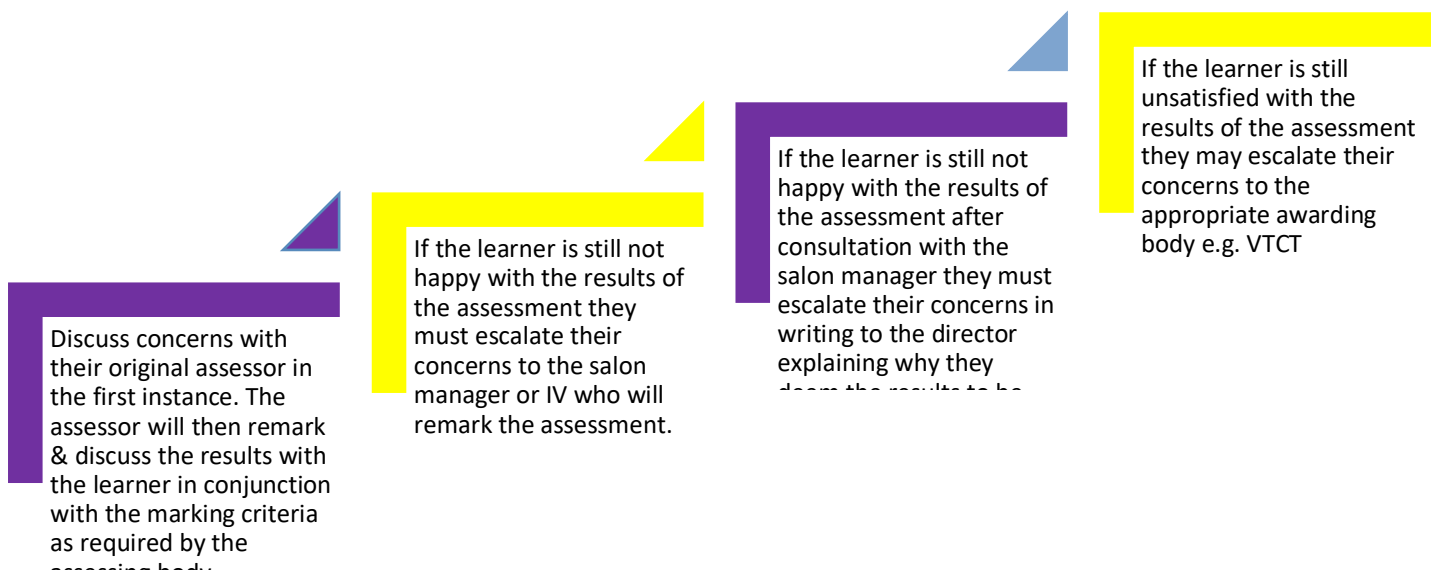
- a remark of the assessment by a different marker. To ensure that the enquiry can be dealt with as soon as possible after the related assessment, it is important to adhere to the timescales for submission set out in the process below.
- the outcome of an enquiry brings into question the accuracy of other results, HATA will take all reasonable steps to protect the interests of all learners who are affected. If the learner(s) are dissatisfied with the outcome of the enquiry, the centre should initiate the first stage Enquires About Results procedure.

#### 2.2. Enquiry process

Please see the enquiry process as detailed in the flow diagram below:

If the learner wishes to contest the results of a written or practical assessment they must:

mklh



#### 2.3 Reassessments

In the case of reassessment, the following will apply:-The re-examination will normally take place within 4 weeks of the receipt of the written request.-

For theory assessments, a theory examination paper will be provided to the centre by the agreed date. Standard theory assessment regulations and procedures will apply

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For practical assessments, reassessment may be completed by an internal verifier or salon manager. The standard practical assessment regulations and procedures apply. A different practical examiner will conduct the assessment.

### 2.4 Timescales

All appeals submitted either verbal or written must be answered within 14 working days. HATA must acknowledge receipt of written enquiries about results within 7 working days from receipt. If for any reason these timescales cannot be achieved, HATA will inform the learner of the anticipated timescale.

### 2.5 Enquiry outcomes

Possible outcomes of the enquiry are:

- no change;
- a change to the results which may be either higher or lower than previously issued.

If a change occurs HATA will amend its learner records accordingly.

If the assessment decision is deemed correct, HATA will notify the centre and learner, setting out the reasons for its decision in full. If the assessment decision is revised, the revised result and certificate will be issued together with the report setting out the reasons for the decision in full. If other assessment decisions may be affected by the result of the appeal, all similar results will be recalled and reviewed in the same way.

If at any stage of the process the assessment decision is proved to be incorrect and the appeal is upheld, HATA will:

- issue the new results and certification;
- update all related records held by the awarding organisation;
- review related policies and procedures and take remedial action to prevent or mitigate a recurrence of the circumstances giving rise to the appeal;
- recall and review in the same way all similar results for any other assessment decisions which may be affected by the outcome of such an appeal.

If the centre/learner is not satisfied with the appeal outcome they may escalate this to the awarding body e.g. VTCT

### 2.5 Support with appeals

Parents/Guardians wishing to appeal on behalf of learners must obtain the written permission of the learner(s) concerned. The learner must be advised that grades/results can go up or down following investigation.

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