Later Life Training
Fair Assessment and Appeals Procedure
(Updated June 2017)

All candidates are assessed against agreed and published criteria. Assessors who are trained in line with the assessor awards TDLB D.32, D.33 or A1, A2, or who hold the Assessing in the Active Leisure Sector Award, decide achievement of these criteria.

It is extremely difficult to investigate appeals without impartial evidence. Appeals against a referral in practical teaching must, therefore, be accompanied by video evidence. Whilst you are at liberty to video any part of your assessment, you must ensure that the video shows both the teacher and the class in order to accurately reflect the safety/effectiveness of the session taught.

Later life Training takes no responsibility for any arrangements or equipment related to such action. Any video arrangements must not interfere with other candidate’s access to assessment opportunities or disrupt the smooth running of the day. Notice of intention to video must be given during the assessment planning phase.

All candidates are required to attend the assessment day assigned to their courses unless notice of deferral is received.

If you wish to make a complaint, or to appeal against your assessment decision, you should do so in writing (email or hard copy) within 10 days of receiving postal results to:

Later Life Training Ltd
FAO Internal Quality Assurance Lead
Silver Cottage
Main Street
Killin
Perthshire
FK21 8UT

Email info@laterlifetraining.co.uk (Subject heading; for the attention of QA Lead)

If your assessor communicated your results in person on your practical assessment day, and you disagree with the assessment given, you must explain the reasons for this with the assessor concerned, stating the grounds for appeal. This should be done on the same day as the assessment decision is given.

In order for the complaints/appeals procedure to work effectively and fairly, candidates and LLT administration staff should enter into no correspondence either written or spoken. The office will only acknowledge receipt of letters/emails and will then forward on to the Quality Assurance Lead. In the case of telephone calls, the office will ask you to put your comments in writing.

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Candidate Appeals Statement

We are committed to equal opportunities and quality assurance. Our appeals procedure will be explained to all learners at:

- the commencement of the training programme
- during assessment instructions
- this statement is available on the LLT website and e-learning platform.

Statement to Promote Fairness of Assessment

To promote fair assessment practice: all candidates will be assessed against the agreed and published criteria in line with the Awarding Body specified criteria (if applicable). The assessors making decisions will hold appropriate qualifications (specified below) and have relevant industry experience. Assessment decisions and practice will be sampled and monitored by internal quality assurers who have relevant industry experience and hold appropriate qualifications (specified below).

Assessor Qualifications

All Assessors will be technically qualified and experienced in their subject area. Assessors will also have gained, or are in the process of working towards, the A1/A2 (or D32/33) Assessor Award, or an alternative qualification approved by the Awarding Body.

Internal Verifier Qualifications

Internal verification will occur to sample and monitor assessment practice and procedures. All internal verifiers/internal quality assurers will be technically competent in their subject area and will have gained, or be working towards, the V1 (or D34) Internal Verifier Award, or an alternative qualification approved by the Awarding Body.

Assessment Practice

It is recognised that, in exceptional circumstances, a candidate may wish to appeal against recommendations or decisions relating to assessment. Our Appeals Policy and Procedure aims to ensure that all assessments are conducted fairly and in line with the Awarding Body criteria (if applicable) best practice assessment process.

Areas for Appeal

Our appeals policy enables candidates to make a formal appeal against a recommendation or assessment decision relating to:

- the mark or grade for an individual item of coursework, (e.g. worksheets and case study)
- the mark or grade for a theory paper
- the final results of ANY element of the assessment, (e.g. planning, teaching and evaluation)
- the final overall internal/external assessment decision for award or certification.
Grounds for Appeal

The Appeals Procedure (detailed below) is to be put into place when a candidate considers themselves to be competent in an element/unit but, the assessor disagrees because there is insufficient evidence, the evidence is not current, the evidence is not authentic or, due to any of the following:

- the assessments were not conducted in line with the Awarding Body’s regulations
- medical or other “extenuating circumstances” arising during the assessment process (which the assessor was made aware of) which affected the candidate’s performance (written evidence from the assessor or GP should be provided)
- inappropriate or irregular behaviour on the part of the assessor.

Stages of the Appeals Procedure

1. Stage 1: Candidate → Assessor
2. Stage 2: Assessor → Quality Assurance Lead
3. Stage 3: Quality Assurance Lead → Director of Training - Appeals Panel
4. Stage 4: Director of Training - Appeals Panel → Awarding Body (if applicable)
STAGE 1 - Assessor and Candidate

Where the assessment decision and feedback is received by post after the assessment day, the notice of appeal should be sent in writing to the LLT office within 10 days of receipt. The office will forward the written appeal to the Quality Assurance Lead and the appeal progresses directly to STAGE 2.

Where the assessment decision and feedback is given on the day, and the candidate disagrees with the assessment given, the candidate must explain the reasons for this with the assessor concerned, stating the grounds for appeal. This should be done on the same day as the assessment decision is given. In this case the assessor will consider the candidate’s explanation and provide further explanation/detail regarding the decision. The assessor should:

- Provide a clear verbal explanation/reiteration (as appropriate) of the assessment decision following a re-evaluation of the evidence.
- Complete Candidate Appeal Form Stage 1 and retain copies of all paperwork evidence related to the appeal.
- Amend the candidate’s Assessment Record (if appropriate).

If the candidate agrees with the decision provided, then the appeal need not proceed further. When the candidate remains unhappy with the decision reached, the appeal must proceed to Stage 2. The relevant paperwork (Candidate Appeal Form Stage 1) must be completed and signed and sent by the assessor to the LLT office who will forward the Candidate Appeal Form Stage 1 to the Quality Assurance Lead.

STAGE 2 – Quality Assurance Lead

At Stage 2, the Quality Assurance Lead will arrange to talk to both the candidate and the assessor(s) to discuss the appeal. This should be done within 10 working days of receipt of a written appeal or a Candidate Appeal Form Stage 1 from the office. The Quality Assurance Lead will try to mediate to reach a successful conclusion. If the candidate agrees with the decision provided, then the appeal need not proceed further. The relevant paperwork - Candidate Appeal Form Stage 2 - must be completed and signed by the Quality Assurance Lead.

STAGE 3 – Appeals Panel

If the candidate remains unhappy with the decision made at Stage 2, they have the right to ask for the case to be forwarded to the Appeals Panel. The Quality Assurance Lead concerned at Stage 2 must forward relevant details to the Director of Training. These will include:

- Candidate Appeal Form (including Stage 3 which must be completed by the candidate)
- Assessment record sheet(s) and all other documentation
- Any written comments from the Quality Assurance Lead.

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The Director of Training will convene (within 21 working days) a panel comprising of:

- the Quality Assurance Lead
- an External Technical Expert, with no prior involvement in the appeal
- the original assessor(s)
- an assessor with no prior involvement in the appeal
- the candidate
- a friend/colleague of the candidate (if the candidate wants to have someone present)
- the External Verifier (if available).

NB this may not always be in person and may need to be via telephone/email contact. The panel must reach a decision and inform the candidate of the result within 10 working days of the meeting, both orally and in writing.

Records will be made available as appropriate to the External Verifier. The records of the appeal panel will be logged by the Quality Assurance Lead or by the Director of Training.

Stage 4 – Appeals Log – Awarding Body

If the candidate remains unhappy with the decision made after the appeals hearing at Stage 3, the completed appeals log and documentation will be forwarded onto the Awarding Body’s Appeals Procedure. The candidate will be provided with the Awarding Body’s procedures, should they wish to Appeal beyond Stage 4.
APPEAL FORM - STAGE 1

Candidate Appeal (assessor to complete with the candidate on the assessment day)

Name of Candidate: ____________________________  Course Name: ____________________________
Name of Assessor: ____________________________  Course Code: ____________________________
Name of QAL: ____________________________  Date of Assessment: ____________________________
Elements / Unit(s) assessed:

STAGE 1 – ASSESSOR COMMENTS

Assessment details:

Candidate’s reason(s) for appeal:

Candidate Signature: ______________________________________  Date: ___/___/____

Assessor’s Decision:

Assessor Signature: ______________________________________  Date: ___/___/____

Outcome of Appeal: Resolved / Unresolved  Date appeal received: ___/___/____

Please attach copies of ALL relevant paperwork

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APPEAL FORM - STAGE 2

Candidate Appeal (QAL to complete within 10 days of receipt of Stage 1 appeal)

Assessor’s Comments and Decision:

Candidate’s Signature: ___________________________ Date: / / 
Assessor’s Signature: ___________________________ Date: / / 

Quality Assurance Lead’s Comments:

QAL Name: ___________________________ QAL Signature: ___________________________ Date: / / 

Date appeal received: _____/____/____ Date of reply: _____/____/____

Outcome of Appeal: Resolved / Unresolved

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# APPEAL FORM - STAGE 3

Candidate Request for Appeal (Candidate to complete)

To be used after Stage 2 of the Appeals Procedure has been followed; please send this form to the LLT Office.

<table>
<thead>
<tr>
<th>Name of Candidate:</th>
<th>Course Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Assessor:</td>
<td>Course Code:</td>
</tr>
<tr>
<td>Name of QAL:</td>
<td>Date of Assessment:</td>
</tr>
<tr>
<td>Elements / Unit(s) assessed:</td>
<td></td>
</tr>
</tbody>
</table>

From the list below, please identify the Grounds for Your Appeal (circle as appropriate)

1. The assessments were not conducted in line with Awarding Body’s regulations.

2. Medical or other “extenuating circumstances” arising during the assessment process which affected the candidate’s performance (written evidence from the assessor or GP should be provided).

3. Inappropriate or irregular behaviour on the part of the assessor.

Please provide additional details of your appeal (continue on an separate sheet if needed)

Number of additional sheets attached __________

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Medical and Learning Support Requirements (copied from LLT’s Terms & Conditions)

We encourage everyone to be responsible for their own learning. In light of this, we ask that you please inform us, prior to the commencement of your course, about any learning support requirements and/or medical conditions that will help you to access our course content and learn effectively. All information will be treated confidentially.

Provision for reasonable adjustments can be made for candidates with physical or learning support requirements (if approved by the awarding body) to access our courses. To ensure individual needs can be accommodated, candidates must disclose this information at the time of course application, or as soon as possible prior to day 1 of the course. If there is individual support requirements not disclosed, this may cause delay in support being provided. If this is the case, please speak to your course tutor at your earliest opportunity.