

## Enquiries and appeals policy

### Introduction

This policy is aimed at our customers, including learners, who are delivering/enrolled on or have taken an IQL UK approved qualification or unit. It sets out the process you should follow when submitting appeals to us and the process we will follow when responding to enquiries and appeals.

It is also for use by our staff to ensure they deal with all appeals in a consistent manner.

### ATC/Ps responsibility

It is important that your staff involved in the management, assessment and quality assurance of our qualifications and your learners are aware of the contents of the policy.

In addition, you must have internal appeal arrangements which learners can access if they wish to appeal against a decision taken by you. If an individual wishes to appeal against a decision taken by an ATC/P it must first of all go through the ATC/Ps appeals process before bringing the matter to IQL UK.

### Review arrangements

We will review the policy annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback or requests from, or good practice guidance issued by, the regulatory authorities (eg to align with any appeals and complaints process established by the regulatory authorities such as Ofqual).

If you would like to feedback any views please contact us via the details provided at the end of this policy.

### Fees

We will **not** charge you or your learners a fee to cover the administrative and personnel costs involved in dealing with appeals.

### Areas covered by the policy

This policy covers:

- Appeals from learners and/or ATC/P in relation to an assessment decision on the basis that we did not apply procedures consistently or that procedures were not followed properly and fairly.

- Appeals from ATC/P in relation to an IQL UK decision concerning an ATC/P application to offer an IQL UK qualification.
- Appeals from ATC/P concerning the contents of an ATC/P Quality Assurance Visit.
- Appeals from ATC/P and/or learners relating to an IQL UK decision to decline an ATC/P request to make reasonable adjustments or give special considerations
- Appeals from ATC/P or learners in relation to the application by IQL UK of a sanction/action on an ATC/P resulting from a Quality Assurance Visit or an investigation into malpractice or maladministration or a decision to amend a learner/set of learners results following a malpractice or malpractice investigation
- Appeals from ATC/P relating to a decision made by IQL UK following an investigation into a complaint about an ATC/P.

### **Process for raising an appeal**

You (and your learners) have 20 working days from the date we notified you of the decision you are appealing against in which to lodge an appeal against our decision.

If you appeal on behalf of your learners you must ensure that you have obtained the written permission of the learner(s) concerned.

Learners who wish to appeal about their assessment results or about a related decision should either be supported by their ATC/P and should have exhausted their ATC/Ps own appeals process before appealing to IQL UK. In the latter case, learners must provide us with evidence that they have first appealed to their ATC/P. It's expected that learners will only appeal directly to IQL UK in exceptional circumstances.

To submit an appeal ATC/Ps will need to send written correspondence to IQL UK either through email, via [mail@iql.org.uk](mailto:mail@iql.org.uk) or a letter addressed to; IQL UK, River House, High Street , Broom, Alcester , B50 4HN.

The written correspondence should supply relevant supporting information such as the

- learner's name and IQL UK registration number
- date(s) you or the learner received notification of IQL UK's decision
- title and number of the IQL UK qualification affected or nature of service affected (if appropriate)
- full nature of the appeal
- contents and outcome of any investigation carried out by you relating to the issue

## **Situations brought to our attention by the regulatory authorities**

Where the regulators notify us of failures that have been discovered in the assessment process of another awarding organisation we will review whether or not a similar failure could affect our own assessment processes and arrangements.

### **Initial review of the appeal details**

Upon receipt of all appeals IQL UK will acknowledge receipt of the appeal within 48 hours and aim to respond fully to the initial review of the potential appeal within 20 days. Please note that in some cases the review processes may take longer, for example, if an ATC/P visit is required. In such instances, we will contact all parties concerned to inform them of the likely revised timescale.

The first stage will be for us to undertake an initial, informal assessment of all potential appeals to ensure the application is complete and to ascertain if the issue can be resolved before it goes to a formal appeal. In all instances we will ensure that the person carrying out this initial check will not have a personal interest in the decision being appealed.

Following the initial review of the potential appeal we will write to the appellant with details of our decision to either:

1. amend our original decision in light of the new rationale/evidence being put forward and which has now been reviewed
2. to confirm we stand by our original decision and in doing so the rationale for this decision.

### **Successful appeals and/or issues brought to our attention by Ofqual**

In situations where an appeal has been successful, or where an investigation following notification from Ofqual indicates a failure in our processes, IQL UK will give due consideration to the outcome and will as appropriate take actions such as:

- identify any other learners who have been affected correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure
- review our associated processes and policies to ensure that the 'failure' does not occur again or mitigate the situation as far as possible if the failure that occurred cannot be corrected

We will also cooperate with any follow-up investigations required by the qualifications regulators and if appropriate agree any remedial action with them.

IQL UK



**Contact us**

If you have any queries about the contents of the policy, please contact IQL UK via

E: [mail@iql.org.uk](mailto:mail@iql.org.uk)

T: 01789 773 994