

Appeals policy

Introduction

This policy is provided for all learners who are enrolled on or have taken an Elearning Futures LTD. qualification or unit. It sets out the process to follow when submitting appeals to Elearning Futures LTD and the process we will follow when responding to enquiries and/or appeals. It is also for use by Elearning Futures LTD. staff to ensure they deal with all appeals in a consistent manner.

Elearning Futures LTDs responsibility

All staff involved in the management, assessment and quality assurance of our qualifications, and our learners, are aware of the contents of the policy.

We must have internal appeal arrangements which learners can access if they wish to appeal against a decision taken by our centre.

Review arrangements

We will review the policy annually as part of our self-evaluation process and revise it as and when necessary, in response to customer feedback, trends from our internal monitoring arrangements, actions from the regulatory authorities or external agencies or changes in legislation.

Areas covered by the policy

This policy covers:

- Appeals from learners in relation to an assessment decision
- Appeals from learners that we did not apply procedures consistently or that procedures were not followed properly and fairly
- Appeals from learners relating to a Elearning Futures LTD decision to decline a request to make reasonable adjustments or give special considerations
- Appeals relating to a decision made by Elearning Futures LTD following an investigation into a complaint

Process for raising an appeal



An Elearning Futures LTD learner has 4 weeks from the date Elearning Futures LTD notifies the learner the decision in which they wish to appeal. This includes assessment results.

Learners must be informed that grades/results of assessments can go down as well as up, as a result of an investigation.

When submitting an appeal please provide relevant supporting information such as the following where relevant:

- learner's name and date of birth
- date the learner received notification of the issue they wish to appeal
- title and number of the qualification affected, or nature of service affected (if appropriate)
- full nature of the appeal
- contents and outcome of any investigation carried out by learner relating to the issue

Initial review of the appeal details

Upon receipt of all appeals, Elearning Futures LTD will acknowledge receipt of the appeal within 72 hours. Elearning Futures LTD will then aim to respond fully to the initial review of the potential appeal within 20 working days. Please note that in some cases the review processes may take longer. In such instances, Elearning Futures LTD will contact all parties concerned to inform them of the likely revised timescale.

The first stage will be for Elearning Futures LTD 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, Elearning Futures LTD 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 Elearning Futures LTD will then write to the appellant with details of the decision to either:

1. amend the original decision considering the new rationale/evidence being put forward and which has now been reviewed
2. confirm that Elearning Futures LTD stands by the original decision, and in doing so the rationale for this decision. Elearning Futures LTD will request that the learner confirms to Elearning Futures

LTD, within 7 working days, whether they accept this decision, or if the learner wishes to proceed to Qualifi's formal appeal review process.

Appeals regarding awarded grades



- 1) Learner will send a ticket to Student Services/Tutor Support to query their grade. Please note that all appeals for a grade evaluation must be requested within 4 weeks of receiving the grade and prior to submitting any following assignments.
- 2) Student services/tutor support will reply to correspondence within 72 hours.
- 3) The Academic Manager will assess the assignment in question and respond to either Student Services or the learner with their assessment.
- 4) If the learner wishes to further appeal the Academic Manager's decision, a final assessment of assignment will be undertaken by the Internal Qualifications Verifier.
- 5) If the learner is still dissatisfied with the final decision of Elearning Futures LTDs investigation, they must take their appeal to the accrediting body.

At this stage, Qualifi's appeals procedure will apply. This can be found here:

<https://qualifi.net/wp-content/uploads/2015/03/Appeals-Policy.pdf>

Contacts:

Student Services Advisors (for non-academic issues)-hello@theteflacademy.com

Tutor support (for academic issues)- level5tutorsupport@theteflacademy.com