

Enquiries and Appeals Policy

Introduction

One Awards is committed to dealing with all enquiries and appeals from Centres and learners in an efficient, fair and transparent manner. This policy sets out the process to follow when submitting enquiries and appeals to One Awards and the process we will follow when responding.

The enquiries and appeals process enables a Centre or learner to enquire and, if required, appeal against decisions made by One Awards which they disagree with and provides a process of independent review for any unresolved appeals.

Enquiries and Appeals should be sent to One Awards at the following address:
One Awards, 23 Manor Way, Belasis Business Park, Billingham, Teesside, TS23 4HN

Alternatively you can submit these by email to admin@oneawards.org.uk or telephone 0191 5186550.

Enquiries about Results

Should you have an enquiry about a result for a One Awards programme or unit, then you should contact us through one of the methods outlined above. Where an enquiry relates to an internal assessment decision then learners should follow the Centre's enquiries and appeals process prior to making an enquiry to One Awards. Where we receive an enquiry from a learner, or a Centre about an individual learner or cohort of learners' external assessment results, we will provide a full report within 10 working days. Please see page 3 for fees related to enquiries about results.

Appeals Process

The appeals process may be used for the appeal of:

- the results of assessments
- decisions regarding Reasonable Adjustments and Special Considerations
- decisions relating to any action to be taken against a learner or a Centre following an investigation into malpractice or maladministration

In addition the process may be used for the appeal of:

- an assessment decision on the basis that we did not apply our procedures consistently or that procedures were not followed properly and fairly
- a decision concerning a Centre's application to offer a One Awards unit
- a decision to refuse or remove a Centre's recognition to deliver One Awards units
- a decision made by One Awards following an investigation into a complaint.

If you wish to appeal you should write to us including the following information (where appropriate to the case):

- full details of the appeal including copies of any relevant documentation or correspondence and details of anyone else with whom the issue has been raised
- the date the Centre or learner received notification of One Awards decision
- title and number of the One Awards units where relevant
- learner(s) name(s) and One Awards registration number(s)
- contents and outcome of any investigation carried out by the Centre relating to this issue.

Centre Responsibilities

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Centres must have in place internal appeal arrangements which learners can access if they wish to appeal against a decision taken by the Centre. In addition, Centres are required to ensure that all staff involved in the management, assessment and quality assurance of our units and learners are fully aware of the contents of the One Awards Enquiries and Appeals policy.

Learners who wish to appeal about their assessment results or about a related decision should ensure they have exhausted the Centre's appeals process before appealing to us.

Appeals on the outcomes of internal assessment should be made as soon as possible to the Centre following the assessment decision. Once the Centre's own process is exhausted, any appeal to One Awards should then be made within 15 working days of the learner receiving the outcomes of the Centre's appeal process.

Appeals against results of external assessment should be made as soon as possible to One Awards after the assessment concerned and, at the latest, within 15 working days of the learner receiving notification of results.

Centres and learners should ensure that they retain all course evidence applicable to any decision when making an appeal. This includes the work of full cohorts where an appeal relates to the work of a single learner. Centres should retain all documentation relating to an appeal for 3 years from the date of the final decision.

If a Centre is appealing on behalf of a learner or cohort of learners, written permission must be obtained from each learner and they should be informed that grades/results can go down as well as up as a result of an investigation.

Initial Review Stage

One Awards will acknowledge the appeal within 2 working days of receipt. We will also determine whether the matter falls within the scope of One Awards policy. Where the appeal is not within its scope, we will write to the appellant giving the reasons why the appeal cannot be acted upon. If the appellant should follow an alternative appeals procedure, they will be informed as such.

Within 10 working days we will undertake an initial review and seek relevant information and documentation from both the appellant and any other parties, for example, One Awards or Centre staff. The initial review will be undertaken by a senior member of One Awards staff who does not have a personal interest in the decision being appealed against.

While we aim to have undertaken the initial review within the 10 working days, in some cases this may take longer, for example if a Centre visit is required. In such instances, we will contact all concerned parties to inform them of any revised timescale.

Following the initial review we will write to the appellant with details of our decision which will confirm if we:

- have amended our original decision in light of the initial review, or
- stand by our original decision and in doing so provide a rationale for the decision and request that you confirm, within 10 working days, whether you now accept this decision or if you wish to proceed to our formal appeals process which will be carried out by independent review.

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Independent Review

If you decide to proceed to independent review we will refer the matter to an Appeals Panel which will consist of at least one member who is not an employee, a One Awards Assessor or otherwise connected to us. The Chair of the Appeals Panel will decide if there is a case to be heard and notify the Centre or learner within 10 working days, of receipt of the appeal, of their decision.

Should a case be accepted, an Appeals Panel will be formally convened and consist of individuals with the relevant competence to make a decision and who do not have a personal interest in the decision being appealed.

The independent review process may include a:

- discussion with the appellant, Centre or One Awards staff
- request for further information from the appellant, Centre or One Awards staff.

The Appeals Panel will review all the evidence presented at the initial review and consider whether One Awards has applied its procedures fairly, appropriately and consistently in line with our published policies.

The Chair of the Appeals Panel will confirm the outcome of the review within 7 working days of the meeting and their decision will be final.

Outcomes of an Appeal

Where an appeal has been successful we will amend, as appropriate, the:

- record of the Centre concerned
- results for the learner(s) affected and carry out a review to assess the actual or possible impact on other learners at the Centre or across Centres that may be affected by a decision to change unit results.

Where appropriate, we will inform the regulatory authorities and cooperate with any follow-up investigations required by them and/or implement any actions suggested.

Issues and Appeals brought to our Attention by the Regulators

Should an appeal or issue be brought to our attention by the Regulators and which indicate a failure in our processes, One Awards will give due consideration to issues raised and take appropriate action which may include:

- identifying any other learners who have been affected and correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
- reviewing our associated processes and policies to ensure that the failure does not reoccur.

Fees Related to Enquiries about Results

An enquiry by a Centre, on the results of a cohort of learners, will be charged as follows:

- £50 flat fee, plus £1 per learner in the cohort

An enquiry about an individual learner's results (from the learner or the Centre) will be charged as follows:

- £25 flat fee

If an appeal is upheld a full refund will be made.

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Monitoring and Reporting

One Awards will report annually to its Board of Trustees on the operation of its appeals arrangements. Records of appeals will be retained for 3 years from the final decision. Relevant records and data will be shared with the regulators on request.

Review

One Awards will review this policy and procedure as part of its annual self-evaluation process and revise it when necessary in response to customer and stakeholder feedback, changes in practice, requirements of the Regulators, external agencies or changes in legislation. The review will ensure that procedures continue to be consistent with the regulatory criteria and are applied properly and fairly.

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