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Appealing Against Assessment Decisions Policy and Procedure

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1. Purpose

All learners are entitled to appeal against an assessment decision or grade in accordance with NIS Group procedures, which comply with the requirements of relevant awarding organisations requirements and Ofqual, the regulatory authority.

The assessment process is intended to be planned, transparent, appropriate, and fair. The appeals system provides a route for learners to challenge the system if it does not meet these standards.

2. Objectives

Assessment and verification must be carried out in line with relevant awarding organisation requirements.

The involvement of staff in the assessment appeal procedure must comply with the requirements of the relevant awarding organisation.

NIS Group ensures equal opportunity for all learners.

3. Scope

This policy applies to all learners and staff at NIS Group.

NIS Group delivers qualifications through a range of awarding organisations and regulatory bodies, such as NSAR, NPORS, CMI, Highfield, and others. Appeals will be handled in line with the requirements set out by each awarding organisation.

For appeals or enquiries relating to examinations or external assessments, learners should refer to the specific awarding organisation's appeals policy and procedures.

4. Responsibilities

Learners

- The appeals procedure can only be invoked by the individual whose work is in dispute.

Tutor/ Trainer /Assessor (or Lead Trainer / Head of Training).

- Ensure learners are informed of the assessment methodologies and grading systems used within the qualification.
- Ensure learners are made aware of and understand the procedures for making an appeal.

- Follow the appeals procedures outlined below.

Head of Quality and Compliance (or designated member of Senior Leadership Team)

- Provide advice and guidance to staff and learners on the appeals procedure.
- Decide for and chair Stage 3 appeals panels.
- Review the procedure annually.
- Ensure each stage of the appeals process is recorded and retained for a minimum of three years.

5. The Appeals Procedure

Stage One: Informal Resolution

- The learner must initially raise the appeal orally with the Tutor/Trainer/Assessor within five working days of the assessment decision.
- The Tutor/Trainer/Assessor will aim to resolve the issue informally by discussing it with the learner and reviewing the evidence. A decision will normally be communicated orally within five working days.
- If unresolved, the learner may proceed to Stage Two.
- All appeals must be initiated within five working days of receiving the assessment feedback.

Stage Two: Formal Review

- If not resolved at Stage One, the learner must submit a written appeal to the relevant Lead Trainer or Head of Training within five working days.
- The work will be independently re-assessed by a second Tutor/Trainer/Assessor and internal verifier (Lead IQA/IQA).
- A written record of the second marking will be signed by both parties, shared with the learner, and kept on file.

Stage Three: Appeals Panel

- If still dissatisfied, the learner must lodge a further appeal with the Head of Quality and Compliance (or Senior Leader responsible) within five working days of the Stage Two outcome.
- An appeals panel will be arranged within ten working days.
- The panel will consist of:
    - Head of Quality and Compliance / Head of Performance and Standards
    - The Lead Internal Verifier (Lead IQA / IQA)
    - A Senior Leader

- The panel will consider relevant evidence from all involved parties.
- A written decision will be provided to all parties.
- The panel outcomes may include:
    - Upholding the original assessment decision.
    - Declaring the assessment invalid due to procedural issues or mitigating circumstances, allowing reassessment or submission of amended work (subject to awarding body rules).
- Conditions may be placed on future assessments for the Tutor/Trainer/Assessor or learner.
- Recommendations may be made to the NIS Group Leadership Team regarding future assessment or appeal procedures.
- Records of all appeals and outcomes must be kept centrally for three years.

Further Action

- If dissatisfied with the outcome of Stage Three, the learner may use the NIS Group Complaints Procedure, which includes guidance on escalating concerns to the Awarding Body or regulator if necessary.

Annex A - Appeals Process Flowchart – For Learners

At NIS Group, we fully appreciate and respect your right to appeal an assessment decision. If you feel aggrieved by the outcome of an assessment, please follow the process below. It is important to raise the appeal as soon as possible so we can review the facts and resolve the issue fairly and quickly.

Stage 1 – Raise the Issue with Your Tutor/Trainer/Assessor

➞ Speak directly to your **Tutor/Trainer/Assessor** within **five working days** of receiving your result.

They are trained to deal with appeals and can provide feedback in line with course criteria and assessment guidelines.

If you are not satisfied with the explanation or feel it cannot be resolved at this level, proceed to **Stage 2**.

Stage 2 – Escalate to a Lead Trainer or Head of Training

➞ Submit a written appeal to the **Lead Trainer** or **Head of Training** within **five working days** of receiving your response from Stage 1.

Your work will be re-assessed by another Assessor and internal quality assurer (LIQA/IQA).

You will receive a written outcome once the review is complete.

Contact: Head of Training at the following email: Appeals@nisgroup.co.uk

If you are still not satisfied, you may escalate further to **Stage 3**.

Stage 3 – Escalate to the Appeals Panel

➞ Submit your appeal to the **Head of Quality and Compliance** (or other designated Senior Leader) within **five working days** of the Stage 2 outcome.

An **Appeals Panel** will be convened within **ten working days** and may include:

- Head of Quality and Compliance / Head of Performance and Standards
- Lead Internal Verifier (Lead IQA/IQA)
- Senior Leader

They will review your case and respond with a final written decision.

Contact: Head of Quality and Compliance: Appeals@nisgroup.co.uk

After Stage 3 – Further Action

If you remain dissatisfied, you may follow the NIS Group Complaints Procedure, which outlines how to escalate your concerns to the relevant awarding organisation or regulator.

Note: If you choose not to raise the appeal on the day, please notify us on the next working day before results are uploaded to awarding body systems.