



FOR THE FUTURE
**COOL BLUE
COLLEGE**

**Learners Appeals
Procedure**

Form: CP-001

Revision: 00



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0191 510 0414

Learner Appeals Procedure

This appeals procedure is available to learners who wish to challenge assessment decisions if they consider the decisions to be incorrect. Learners can appeal on a variety of grounds, including: -

- The conduct of an assessment
- The availability of opportunities offered to demonstrate competence.

Learners should direct their appeals to the Managing Director Mark Clelland.

Procedure

1. The learner must appeal within 20 working days of the assessment decision. Upon receipt of any appeal, the Managing Director Mark Clelland will acknowledge receipt of the appeal within 1 working day.
2. The initial stage will be for Cool Blue College to undertake an informal assessment to ascertain if the issue can be resolved before it goes to a formal appeal.

If the matter cannot be remedied through the informal assessment, then the matter will proceed to the First Review stage.

3. Cool Blue College will aim to respond formally after the First Review within 20 working days. Please note that in some cases the First Review may take longer, for example, if a visit is required or interviews need to be undertaken. In such instances, Cool Blue College will contact all parties concerned to inform them of the likely revised timescale.
4. Cool Blue College may reject the appeal application if there is insufficient detail to support the appeal. As such, appellants are strongly advised to provide full and detailed grounds of appeal accompanied by as much supporting evidence as possible.
5. As far as reasonably practicable, Cool Blue College will ensure that the person carrying out the First Review has had no prior involvement in the matter being appealed. It should, however, be noted that the person given the responsibility to undertake the First Review is likely to be a Cool Blue College member of staff.
6. Following the First Review, Cool Blue College will write to the appellant with details of the decision.
7. The learner must firstly discuss any concerns with the assessor responsible for the assessment decision.
8. If discussion with the assessor fails to resolve the issues, the learner can then appeal in writing to the internal verifier in the Assessment Centre.

9. The internal verifier will be responsible for:
- Appointing the Appeals Panel, which will include the internal verifier plus two assessors who are not involved with the issue.
 - Setting the appeal date for the appeal to be considered by the Appeals Panel.
 - Notifying the external verifier that an appeal has been lodged, giving details of how it will be heard, including the composition of the Appeals Panel.
10. The Appeals Panel will meet within twenty working days of the internal Verifier receiving the appeal and will ensure that full accounts from all involved are considered.

Decisions of the Appeals Panel may: -

- Confirm of the original decision.
- Instruct the assessor reassesses the unit.
- Instruct that a different assessor reassesses the unit.
- Recommend that the assessor reconsider

The Appeals Panel cannot itself overturn the decision of the assessor.

Ultimately, if the learner is not satisfied with the decision of the Appeals Panel, they can complain first to the centre, then the Awarding Body. The internal verifier will advise on the procedure for this. The Awarding Body will investigate a complaint and make their recommendations to the centre.

I confirm that the appeals procedure has been fully explained to me by Cool Blue College.

Learner Signature Date

Assessor Signature Date

Review of Procedure Statement

This procedure will be reviewed at minimum, on an annual basis or when necessary, by the Managing Director of Cool Blue College and the Quality & Compliance Coordinator

Date of Review	Print Name	Position
9 th January 2023	Mark Clelland	Director
	Luke Stavers	Quality & Compliance



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