



## PT Academy

### ***Appeals Procedure***

This organisation is committed to ensuring that assessors will assess any qualifications fairly, consistently and in accordance with the specification for the qualification concerned.

Learners work should be produced and authenticated according to the requirements of the awarding bodies. Assessments will be conducted by staff with appropriate knowledge, understanding and skills. Where work is divided between staff, consistency will be assured by internal verification and standardisation.

If a learner believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure. Appeals may be made against the assessment processes and the assessment outcome.

- **Stage 1** In the first instance a learner should approach the assessor in person or on the phone and verbally appeal.
- **Stage 2:** A written appeal should be made within 10 working days of the assessment to the Internal Verification Team at PT Academy Head Office. This can be done by emailing [info@ptacademy.com](mailto:info@ptacademy.com) An email acknowledging the appeal will be sent within 24 hours, and an Internal Verifier will respond within 10 working days of this appeal.
- **NOTE:** If the PT Academy contact was directly involved in the assessment in question, or is unable to conduct the investigation for any other reason, he/she will appoint another appropriate member of staff to conduct the investigation.
- **Stage 3:** The person conducting the investigation will decide whether the process used for the internal assessment conformed to the requirements of the awarding body. This will be done within 10 working days of the stage 2 written appeal, and the result will be made known to all parties concerned. If the result is delayed, then the learner will be updated regularly.
- **Stage 4:** The result of the appeal will be made known in writing to all parties concerned. This will include details of any correspondence with the awarding body, any changes to the assessment of the piece of work in question, or changes to processes to be made in the future.
- **NOTE:** A written record of the appeal will be kept and made available to the awarding body at their request. Should the appeal being any significant irregularity to light, the awarding body will be informed.
- **Stage 5:** If an appeal is unresolved, the learner should make a written appeal directly to the Awarding Body's Quality Assurance department. The QA department will respond and inform the learner of time scales and investigation results.



After work has been assessed and internally verified, it is externally verified by the awarding body to ensure consistency between approved centres. External verification may change the assessment decision made internally, but that is outside of the control of the approved centre, and is not covered in this procedure.

Directors signature:

Dated:

Review date: 1<sup>st</sup> October 2019

