



## Later Life Training Fair Assessment and Appeals Procedure

Updated June 2018

### 1. LLT Candidate Appeals Statement

LLT are committed to equal opportunities and quality assurance. Our appeals procedure will be outlined during course introductions on day 1 and details of where to locate the appeals procedure document will be included in the course introductions of the e-learning portal (where applicable). This statement is also available on the LLT website and e-learning platform.

### 2. LLT Statement to Promote Fairness of Assessment

To promote fair assessment practice all candidates will be assessed against the agreed and published criteria in line with the Awarding Body specified criteria (if applicable). The assessors making decisions will hold appropriate qualifications (specified below) and have relevant industry experience. Assessment decisions and practice will be sampled and monitored by internal quality assurers who have relevant industry experience and hold appropriate qualifications (specified below).

### 3. Important Information for Candidates wishing to appeal a practical assessment decision

#### 3.1 Grounds for Appeal

The Appeals Procedure (detailed below) is to be put into place when a candidate considers themselves to be competent in an element/unit but, the assessor disagrees because;

- a) there is insufficient evidence
- b) the evidence is not current
- c) the evidence is not authentic or, due to any of the following:
  - the assessments were not conducted in line with the Awarding Body's regulations (if applicable) or LLT best practice procedure
  - medical or other "extenuating circumstances" arising during the assessment process (which the assessor was made aware of) which affected the candidate's performance (written evidence from the assessor or GP should be provided)
  - inappropriate or irregular behaviour on the part of the assessor.

#### 3.2 Video evidence requirements

It is extremely difficult to investigate appeals relating to practical assessment without impartial evidence. Appeals against a referral in practical teaching must, therefore, be accompanied by video evidence. Whilst you are at liberty to video any part of your assessment, you must ensure that the video shows both the teacher and the class in order to accurately reflect the safety/effectiveness of the session taught and that permissions are sought by participants for them to be included in the recording. Later life Training takes no responsibility for any arrangements or equipment related to such action. Any video

arrangements must not interfere with other candidate's access to assessment opportunities or disrupt the smooth running of the day. Notice of intention to video must be given during the assessment-planning phase.

#### 4. About LLT Assessors

All LLT assessors are technically qualified and experienced in their subject area and have gained, or are in the process of working towards, the A1/A2 (or D32/33) Assessor Award, or an alternative qualification approved by the Awarding Body or who hold the Assessing in the Active Leisure Sector Award

#### 5. LLT Internal Quality Assurance

Internal quality assurance will occur as part of usual operating procedures to sample and monitor assessment practice and procedures of the LLT assessor and tutor team. All internal quality assurers will be technically competent in their subject area and will have gained, or be working towards, the V1 (or D34) Internal Verifier Award, or an alternative qualification approved by the Awarding Body.

#### 6. Making an appeal or complaint

If your assessor communicated your results in person on your practical assessment day, and you feel you have grounds for appeal, you must explain the reasons for this with the assessor concerned stating the grounds for appeal. This should be done on the **same day** with the assessor and followed up in writing to LLT within 10 days to;

Later Life Training Ltd  
FAO Internal Quality Assurance Lead  
Silver Cottage  
Main Street  
Killin  
Perthshire  
FK21 8UT

Email [info@laterlifetraining.co.uk](mailto:info@laterlifetraining.co.uk) (Subject heading; for the attention of IQA Lead)

In order for the complaints/appeals procedure to work effectively and fairly, candidates and LLT administration staff should enter into no correspondence either written or spoken. **The office will only acknowledge receipt of letters/emails and will then forward on to the Quality Assurance Lead. In the case of telephone calls, the office will ask you to put your comments in writing.**

#### 7. Assessment Areas for Appeal

It is recognised that, in exceptional circumstances, a candidate may wish to appeal against recommendations or decisions relating to assessment. Our Appeals Procedure aims to ensure that all assessments are conducted fairly and in line with the Awarding Body criteria (if applicable) and/or best practice assessment process. The LLT appeals procedure enables candidates to make a formal appeal against a recommendation or assessment decision relating to:

- the mark or grade for an individual item of coursework, (e.g. worksheets and case study)

- the mark or grade for a theory paper
- the final results of ANY element of the assessment, (e.g. planning, teaching (see point 3.2) and evaluation) the final overall internal/external assessment decision for award or certification.

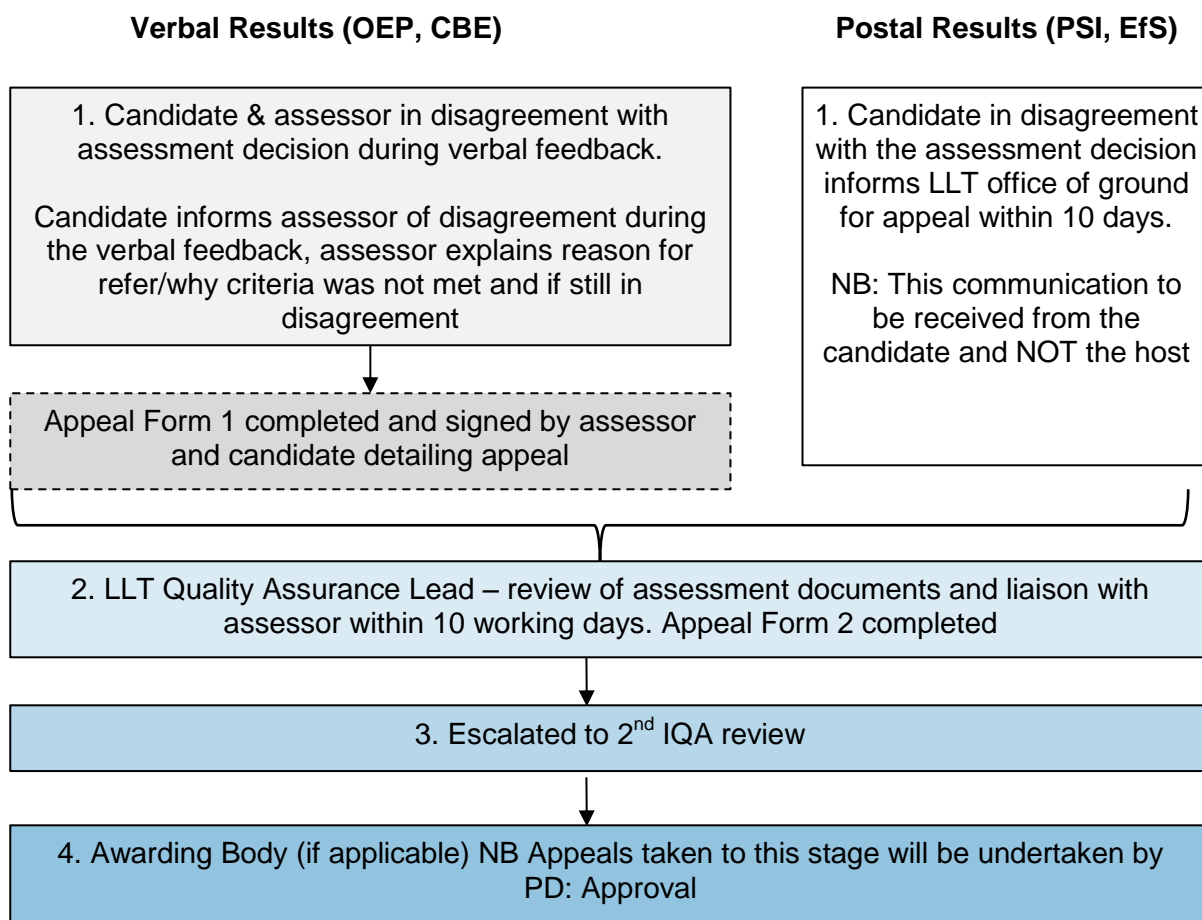
### 8. Medical and Learning Support Requirements (copied from LLT’s Terms & Conditions)

We encourage everyone to be responsible for their own learning. In light of this, we ask that you please inform us, prior to the commencement of your course, about any learning support requirements and/or medical conditions that will help you to access our course content and learn effectively. All information will be treated confidentially.

Provision for reasonable adjustments can be made for candidates with physical or learning support requirements (if approved by LLT) to access our courses. To ensure individual needs can be accommodated, candidates must disclose this information at the time of course application, or as soon as possible prior to day 1 of the course. If there are individual support requirements not disclosed, this may cause delay in support being provided. If this is the case, please speak to your course tutor at your earliest opportunity.

All candidates are required to attend the assessment day assigned to their courses unless notice of deferral is received.

### 9. Stages of the LLT Appeals Procedure



## STAGE 1 - Assessor and Candidate

- Results received by post:

The notice of appeal should be written by the candidate (not the host/funder) sent in writing to the LLT office within 10 days of receipt (of feedback). The office will forward the written appeal to the Quality Assurance Lead and the appeal progresses directly to STAGE 3.

- Results given verbally on the day:

When the candidate disagrees with the assessment given, the candidate must explain the reasons for this with the assessor concerned during the feedback meeting stating the grounds for appeal. This should be done on the same day as the assessment decision is given. In this case the assessor will consider the candidate's explanation and provide further explanation/detail regarding the decision. When an appeal is presented by a candidate during verbal feedback, the assessor should;

- Provide a clear verbal explanation/reiteration (as appropriate) of the assessment decision following a re-evaluation of the evidence/why criteria was not met
- Complete 'Candidate Appeal Form 1' and retain copies of all paperwork evidence related to the appeal and post back to LLT office (white copy remains with candidate)
- Amend the candidate's Assessment Record (if appropriate)/indicate appeal actions.
- If following discussion the candidate agrees/accepts the decision provided, then no further documents for appeal required to be completed.
- When the candidate remains in disagreement with the decision reached, the appeal must proceed to Stage 2 and the Candidate Appeal Form Stage 1) must be completed and signed and sent by the assessor to the LLT office who will forward the Candidate Appeal Form Stage 1 to the Quality Assurance Lead.

## STAGE 2 – LLT Quality Assurance Lead

At Stage 2, the Quality Assurance Lead will review all assessment documentation/feedback and arrange to speak with the assessor to discuss the appeal. This should be done within 10 working days of receipt of a written appeal or a **Candidate Appeal Form** from the office. The Quality Assurance Lead will review the appeal letter from the candidate along with the assessor feedback in relation to the published criteria to ensure feedback is explicit in indicating why criteria was not met and actions points required for successful re-sit. The Quality Assurance Lead will write a letter detailing the outcomes of the review of appeal and assessment documents.

If the candidate is satisfied that the appeal review has been undertaken and agrees with the decision provided, then the appeal need not proceed further and discussion to support the candidate towards re-sit of the assessment will be arranged.

## STAGE 3 – LLT Appeals Panel

If the candidate remains in disagreement with the decision made at Stage 2, they have the right to ask for the case to be forwarded to a second review the Appeals Panel. The Quality Assurance Lead concerned at Stage 2 must escalate the appeal to another member of the LLT IQA team. All documents relating to the appeal should be forwarded for a second review.

The second review panel must reach a decision and inform the candidate of the result within 14 working days of the review, both orally and in writing.

#### Stage 4 – Appeal to Awarding Body

If the candidate remains unhappy with the decision made after the second review, the completed appeals documentation will be forwarded onto the Awarding Body's Appeals Procedure. The candidate will be provided with the Awarding Body's procedures, should they wish to Appeal beyond Stage 4.

#### **10. Additional information for candidates wishing to appeal**

- The role of the LLT assessor is to make judgments aligned with the published criteria informed by their observations during the timeframe of the assessment only.
- Any previous experiences/qualifications of the candidate do not form part of the assessment process.
- Self-evaluation is an important element of any learning process. Any reflections on performance documented by the candidate do not inform or change the outcome of the assessment decision.

End.

## APPEAL FORM - STAGE 1

Candidate Appeal (assessor to complete with the candidate on the assessment day)

Course Name:

Course Code:

Candidate Name:

Date of Assessment:

Name of Assessor:

Name of IQA:

Elements / Unit(s) assessed:

### STAGE 1 Assessor Comments

Assessment details: (List the criteria numbers under dispute)

Candidate's reason(s) for appeal: (list the candidates grounds for appeal.)

Candidate Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Outcome of Assessor and Candidate feedback discussion:

- Candidate asked to send grounds for appeal in writing to the LLT office within 10 days.
- Candidate still considering appeal, advised of requirement to send in writing to the LLT office within 10 days

Candidate Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Assessor Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Please attach copies of ALL relevant paperwork**

**APPEAL FORM 2**

Candidate Appeal (IQA to complete within 10 days of receipt of Stage 1 appeal)

IQA Comments and Decision: (attach letter response to the candidate)

IQA Name: \_\_\_\_\_  
IQA Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Response from Candidate:

Appeal Outcome

## APPEAL FORM - STAGE 3

Candidate Request for Appeal (Candidate to complete)

To be used after Stage 2 of the Appeals Procedure has been followed; please send this form to the LLT Office.

Name of Candidate:	Course Name:
Name of Assessor:	Course Code:
Name of <b>IQA</b> :	Date of Assessment:
Elements / Unit(s) assessed:	

From the list below, please identify the Grounds for Your Appeal (circle as appropriate)

1. The assessments were not conducted in line with best practice and/or Awarding Body's regulations.
2. Medical or other "extenuating circumstances" arising during the assessment process which affected the candidate's performance (written evidence from the assessor or GP should be provided).
3. Inappropriate or irregular behaviour on the part of the assessor.

Please provide additional details of your appeal (continue on an separate sheet if needed)