



Appeals Policy

- Aims:**
- to enable the learner to enquire, question or appeal against an assessment decision
 - to attempt to reach agreement, between the learner and the assessor at the earliest opportunity
 - to standardise and record and appeal to ensure openness and fairness
 - to facilitate a learner's ultimate of appeal to the awarding body, where appropriate
 - to protect the interests of all learner's and the integrity of the qualification

In order to do this, the centre will:

- inform the learner at induction of the appeals policy procedure
- record, track and validate any appeal
- forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage him/her after the internal appeals process has been exhausted
- keep appeals records for inspection by the awarding body for a minimum of 18 months
- have a staged appeals procedure.
- will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results.
- monitor appeals to inform quality improvement.

This policy will be reviewed every 12 months

Quality Nominee	coej@hattonacademy.org.uk	09/2018
LIV Applied Science	martina@hattonacademy.org.uk	09/2018
LIV Business	coej@hattonacademy.org.uk	09/2018
LIV Health & Social Care	mcloughlind@hattonacademy.org.uk	09/2018
LIV Information Technology	coej@hattonacademy.org.uk	09/2018



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LIV Music	jeffsc@hattonacademy.org.uk	09/2018
LIV Sport	hughesj@hattonacademy.org.uk	09/2018
LIV Art and Design	duna@hattonacademy.org.uk	09/2018