

Servisource Training Appeals Policy

1. Purpose

At Servisource Workforce Solutions, our clients, service users and employees are encouraged to provide positive or negative feedback about the service provided, regardless of the type or location of the establishment.

At Servisource Workforce Solutions we will ensure that concerns will:

- Be dealt with in an open and transparent manner.
- Be acknowledged and responded to promptly and sensitively.
- All appeals are dealt with in a manner that is effective, complete, fair to all and provides a just outcome.
- Appeals Procedure is regularly evaluated, and the information included is used to improve services.

2. Procedure

Key Steps

- Information on the right to appeal is communicated to learners at the beginning of their programme. (Slide included on PP) Review 2021
- A learner appeal will be assigned to an independent reviewer (the original tutor/assessor will have no part in the review)

The appeals process enables learners to:

- a) Appeal the assessment process
- b) Appeal the assessment result

Assessment Process

Where a learner wishes to appeal the assessment process in relation to perceived irregularity and/or inequality, the following procedure will apply:

- A learner will have two weeks in which to submit a formal appeal in writing, which must be sent to the programme administrator. fgray@servisource.ie
- The internal verifier for the programme will review the assessment process for the specific learner concerned, within two weeks of notification.
- The learner will be notified of the results of the review and informed of their right to appeal the process to the awarding body under their guidelines.

Assessment Results

All learners presenting for accreditation will be offered a formal opportunity to appeal assessment results. This appeals process will only be offered for final results that have been approved through the authentication and results approval panel.

1. Upon completion of assessment, an authentication process will take place at specified times of the year. The process will include internal verifications.
2. Following authentication all results will be approved by the results approval panel.
3. The final approved results will be sent to each learner along with details of the learners' appeals process. (outlined in learner handbook)
4. Learners will have two weeks in which to submit a formal appeal using the learners appeal form, (which they can request from the programme administrator). Learners will be informed of:
 - a. The person to whom the appeals form should be sent.
 - b. The time period in which the appeal will be processed.
5. Once all appealed results have been received the programme administrator will implement the appeals process within the deadline given to the learner(s).
6. The programme administrator will organise for an assessor other than the person who carried out the original assessment to review the learners' evidence. (No new evidence may be assessed).
7. Learners will be informed of the decision within the agreed timeframe.
8. Upon completion of the appeals process the final results will be forwarded to the awarding body and a request for certificates made.

3. References

- **Complaints Policy**
- **QAP 10.2 Complaints Procedure**
- **ISO 9001 2015**