



First Polymer Training Skillnet Learner Appeals Procedure

Date: March 2018
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APPEALS

<i>Appeals</i>	
FPTS Quality Statement	
<p>First Polymer Training Skillnet is committed to the provision of quality-assured training to enhance the competence and career opportunities of learners in the Plastics Industry. Our staff recruitment, selection, and monitoring systems are designed to ensure consistently high standards of training provision. Our internal systems and independent oversight by industry professionals will ensure continuing alignment of our programmes with industry need and best practice.</p>	
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Revision History	Rev 02.00 Revision to “Complaints” description and to “Appeals” description.
Last updated: 21/03/2020.	Rev 01.00 Initial Document.
<p>FPTS is committed to providing service of the highest quality.</p> <p>Staff will do everything possible to ensure that this level of service is provided. However, if you have a grievance or disagree with something, you have the right to seek a resolution of the issue, either informally or formally by way of complaint or appeal.</p> <p>Complaints. Complaints can relate to facilities, tutors, resources, information provision or some other aspect of the programme about which a learner may feel some grievance.</p> <p>Appeals. Appeals relate specifically to assessment processes, for example, a grade appeal. A learner may lodge an appeal relating to an assessment on the grounds of:</p> <ul style="list-style-type: none"> • the conduct of the assessment process • extenuating circumstances material to the assessment. <p>These are the only grounds for an appeal.</p> <p>There is a separate documented Complaints Procedure (Documents Reference: FPT-CPL-001-Appeals) available from the FPT office.</p>	

1. FPTS Assessment Appeals Procedure

Overview

The following procedure defines the actions to be followed by all relevant parties in the event that a learner appeals an assessment decision.

The Centre Manager is responsible for ensuring that this procedure is published, advised and available to all relevant stakeholders.

1.1 Procedure

Some appeals may be resolved by bringing them to the attention of the person you are dealing directly with. In the first instance, you should write to or arrange to speak with this person about your appeal.

If the appeal is not resolved by discussion, then it will be necessary to file a formal appeal. A formal appeal should be made as soon as possible after the event giving rise to the appeal.

To lodge a formal appeal the appellant is required to document their appeal and submit this to FPTS. A template is provided in Appendix A, to facilitate this.

The conduct of a formal appeal is as follows:

Step 1.

The learner needs to inform the Centre Administrator in writing of their intention to appeal. The FPTS Centre Administrator will issue an Appeal Form (see Appendix) which the learner must complete and return to the FPTS Administrator within 3 weeks of the original notification to the learner of the assessment result in question.

Step 2.

The Centre Manager will write to the learner to acknowledge receipt of the appeal within 10 working days of receipt of the completed appeal form and outline the course of action to be taken. The Appeal will be assessed by the Centre Manager. The learner will have the opportunity to discuss their concerns with the Centre Manager. This review will be completed within 15 working days of acknowledgement of appeal.

Step 3.

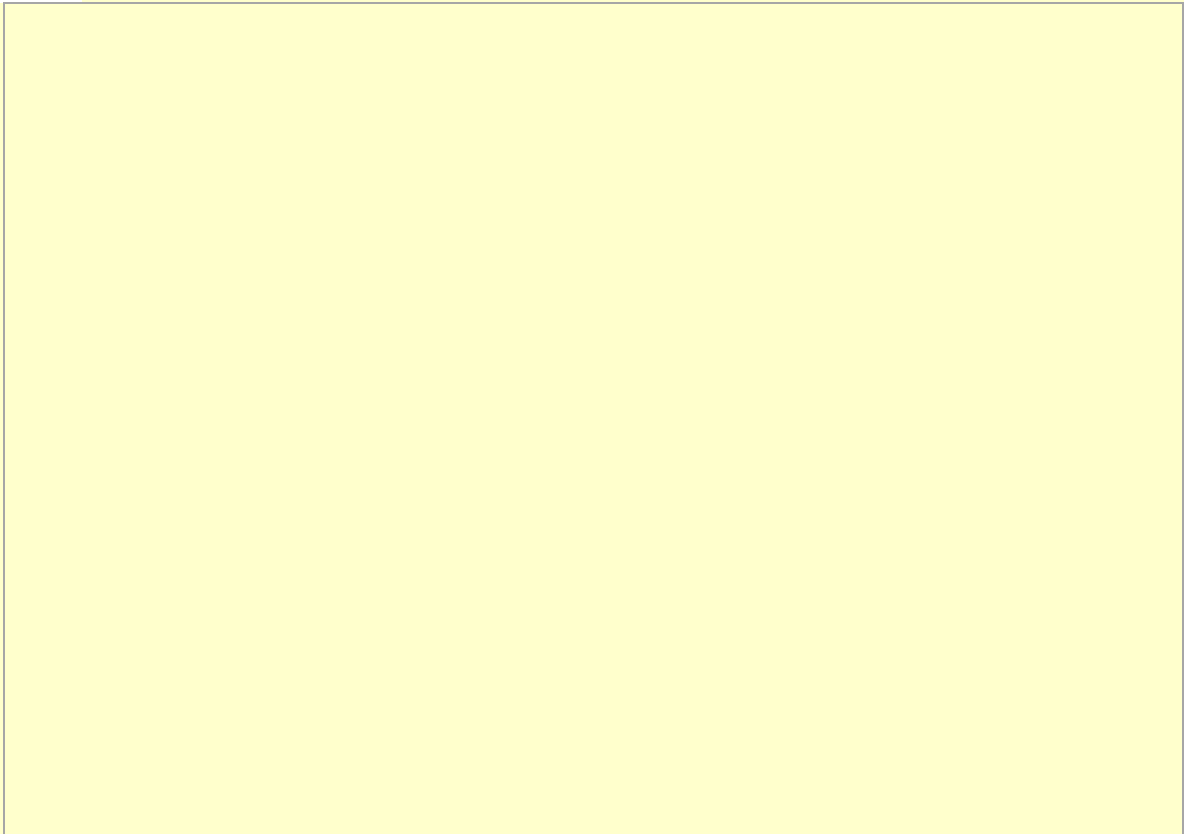
One of the following decisions will be communicated to the learner by the Administrator/Centre Manager in writing within 10 working days of the decision having been made. Possible outcomes include:

1. Uphold the original assessment decision.
3. Modify or overturn the original decision.

In exceptional circumstances, the learner may be provided with an opportunity for reassessment.

The decision of the Centre Manager will be final.

The final decision will also be communicated to all other relevant parties by the Administrator. FPTS will retain records of appeals for a minimum period of 2 years.



Appendix A. Appeal Form

Appellants must complete section A, B and D below.

A. Contact Information.

Name of Learner (Block Capitals)	
Date (of submission of complaint)	
Address for correspondence	
Email address	
Contact number	

B. Programme Information

Name of Programme	
Start Date of the Programme	
Name of the Tutor	

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Date of receipt of appeal	
Name of FPTS appeal administrator	
Date for written acknowledgement of appeal to appellant (within 10 working days of receipt of appeal)	
Due date for FPTS response to appeal (within 15 working days of issue of acknowledgement)	

Please describe the reasons for your appeal as fully as possible. Please include copies of any associated documents that may be relevant to your appeal. The appellant should keep a copy of this form.

D. Appeal

Please describe any actions taken by you to resolve this appeal prior to lodging a formal appeal.

Description of the appeal.

<p>Additional Documents</p>	<p>Please list any additional sheet(s)/documents that you are including with this appeal.</p>
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Signature of learner:		Date:	
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<p>Decision of Assessment Appeal Panel.</p>	
<p>Signature of Centre Manager</p>	
<p>Date:</p>	