

First Polymer Training Skillnet Learner Appeals Procedure

<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>	
Date: March 2018	Document Reference: FPTS-APL-001
Revision History Last updated: 10/11/2020.	Rev 04 Revisions relating to Conditions of QA Approval Rev 03 Revised to include escalation to Academic Council Rev 02 Revision to “Complaints” description and to “Appeals” description. Rev 01 Initial Document.
<p>FPTS is committed to providing service of the highest quality.</p> <p>We will do everything possible to ensure that this level of service is provided. However, if you have a grievance, you have the right to seek a resolution, either informally or formally by way of complaint or appeal.</p> <p>Appeals.</p> <p>A learner can use the FPTS appeal procedure if they wish to change an assessment decision. The QQI Assessments and Standards 2013 document defines an appeal as “a request to a higher authority for the alteration of the decision or judgement of a lower one”. It further states that an appeal is “a request for a review of a decision of an academic body charged with decisions on student progression, assessment and awards”.</p> <p>Only approved results can be formally appealed by the learner.</p> <p>Note: If the learner considers that a clerical error may have been made, for example, in the tallying or recording of marks, this should be advised to the Tutor and/or the Network Management Team. This is a request for recheck, not an appeal.</p> <p>Complaints.</p> <p>The QQI Assessments and Standards 2013 document defines a complaint as “an expression of a concern that a particular assessment procedure is unfair or inconsistent or not fit for purpose”,</p>	

or “the expression of a specific concern about the provision of a course/module, or a programme of study, or a related academic service”. However, a complaint may not necessarily relate to assessment but may relate to facilities, tutors, resources, information provision or some other aspect of the programme about which a learner may feel some grievance. Complaint forms can be requested through the FPTs office or can be downloaded from the FPTs website. It should be noted that any issues concerning grades or the conduct of assessments, are more likely to be addressed by re-checks or appeals.

There is a separate documented Complaints Procedure (Documents Reference: FPT-CPL-001- Appeals) available from the FPT office.

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 bringing them to the attention of the Tutor or the Network Management Team. In the first instance, the learner should express their concern orally or in writing to one of these individuals/groups.

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 learner notification of results.

To lodge a formal appeal the appellant is required to document their appeal and submit this to the Network Management Team at info@firstpolymertraining.com. An Appeal Form 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 Network Management Team in writing of their intention to appeal. The Appeal Form should be submitted as soon as possible after the learner has been made aware of the assessment result, but not later than 3 weeks after the original result notification.

Step 2.

The Network Management Team 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.
2. Modify or overturn the original decision.

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

Step 4.

If the learner does not accept the Centre Manager's Appeal decision, then they may refer the decision to the Academic Council. The Appeal will be considered by the Academic Council at their next scheduled meeting.

The decision of the Academic Council will be final.

The final decision will also be communicated to all other relevant parties by the Network Management Team. 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.

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