

Learner Appeals Policy and Procedure

1. PURPOSE:

The purpose of this document is to describe the process and procedure to follow where a dispute arises from any assessment that took place on any learning that has been applied.

2. SCOPE

The scope of this procedure will cover the appeals on assessments done, the moderation that follows and the investigatory panel that would provide a resolution on the outcome of the appeal.

3. REFERENCES:

None

4. DEFINITIONS:

None

5. Policy: Assessment Appeals

Learners may appeals against assessments results based on the following grounds:

- Unfair assessments
- Victimization by the assessor
- Inappropriate assessments
- Discrimination
- Failure to prepare a learner for assessments
- No feedback is provided to the learner

PROCEDURE:

Stage 1:

- a) Where the candidate disagrees with the assessment given (s) he must explain the reasons for this to the assessor concerned as soon as possible. In most circumstances this will be immediately after receiving the assessment decision.
- b) The assessor should consider the candidate's explanation and provide a response through:

- A clear explanation or a repeat explanation of the assessment decision following a re-evaluation of the evidence
- completion of section 1 of the Candidate Appeal Form
- amendment of the candidate's assessment record, if appropriate.

- c) This should take place as quickly as possible and within 3 working days.

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- d) If the candidate agrees with the outcome at this stage then the appeal will not proceed any further.
- e) If the candidate is not happy with the outcome then the Appeal will proceed to Stage Two.

Stage 2:

- a) The assessor forwards to the Moderator for the relevant section (i.e. construction) within 3 working days of Stage One
 - the original assessment record and candidate evidence, where appropriate
 - the Candidate Appeal Form, with Section 1 completed
- b) The Moderator will reconsider the assessment decision, normally involving an evaluation of:
 - The candidate's evidence and associated records
 - The assessor's rationale for the decision
 - The opinion of another assessor
 - The opinion of the candidate
- c) The RPL Moderator should complete Section 2 of the Candidate RPL Appeal Form and provide the candidate with the reconsidered decision within 5 working days of receiving the appeal.
- d) Where the candidate remains unhappy with the reconsidered RPL assessment decision, the RPL Appeal must proceed to Stage Three

Stage 3 – Investigatory Panel:

- a) If no resolution has been reached, the Stage Two Moderator will forward details to the Unit Assessor (UA). These should include:
 - RPL Candidate Appeal Form, appropriately completed
 - RPL Assessment records
 - Any written comments from the Stage Two Moderator (e.g. background details)
- b) The Unit Assessor will then, within 10 working days, convene a panel comprising:
 - the Unit Assessor
 - the Stage Two Moderator
 - another assessor from the relevant discipline
- c) The panel will evaluate the situation and complete Section 3 of the Candidate Appeal Form and the candidate of its decision within 5 working days.
- d) If the candidate is still not satisfied with the outcome (s) he has the right to take the Appeal to the Appeal Panel.

Stage 4 – Appeals Panel

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- a) The Unit Assessor will forward relevant details to the Group Assessor (GA) and these should include:

- Candidate Appeal Form, appropriately completed, (including the reason for the decision of the Investigatory Panel)
- assessment record sheets
- written comments from the Moderator (as supplied to Stage Three panel)

- b) The Group Assessor will convene, within 10 working days notification, a panel comprising:

- the Group Assessor or the appropriate senior post holder
- the Stage Two Moderator
- the original assessor

The candidate should be invited to attend with a friend/colleague of the candidate if they wish. The panel will reconsider the assessment evidence, led by the Group Assessor.

- c) The panel must reach a decision and inform the candidate of the result within 5 days, in writing
- d) The decision of the panel is final
- e) Records of all appeals should be logged and made available as appropriate to:
- the External Verifier
 - the quality assurance group with responsibility for assessment.

Signed at: _____ on this _____ day of _____ 2025

Management signature

Board of director's Representative Signature

Board of Directors

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