

<b>Quality Procedures and Policies</b>	LER-006	<b>Issue Number</b>	10
		<b>Issue Date</b>	November 2024
<b>Technical Knowledge Qualification Assessment Appeals</b>		<b>Originator</b>	Peter Hurlstone
		<b>Amended by</b>	Peter Hurlstone
		<b>Approved by</b>	Peter Hurlstone

## 1. Introduction

SETA believes all Learners should have access to fair and reliable assessment in which they play a full part. If this 'access' is to be meaningful, the Learner must have the right to appeal against assessment decisions which are unclear or seem unfair. SETA's Appeals Procedure provides an appropriate audit trail of the process and is clearly logged with concise detailed information at each stage.

This procedure refers to any 'Technical Knowledge' certificate from any of the following awarding bodies SETA delivers:

- EAL
- City and Guilds
- Pearson
- ECITB CCNSG

## 2. Aim

This procedure aims to:

- Enable a learner to enquire, question or appeal against an assessment decision
- Attempt to reach agreement between a learner and Assessor at the earliest opportunity
- Standardise and record any appeal to ensure openness and fairness, and provide a detailed audit trail
- Facilitate a learner's ultimate right of appeal to the Awarding Body
- Protect the interests of all learners and the integrity of the qualification

All learners are supplied with a copy of the 'Technical Knowledge Qualification Assessment Appeals' document (**Please See Annex A**), which is discussed and signed by the Learner during induction to the course; it is then kept with the Learner in their portfolio of work.

## 3. Outcomes

### Successful Appeal

If an appeal is successful, the Centre Compliance Manager will identify the specific failure in the assessment regime and implement corrective actions, and the Learners original Assessment decision in question will be amended accordingly.

### Unsuccessful Appeal

If an appeal is unsuccessful and the Learner does not accept the decision, they will be given the opportunity to instigate the next stage in the process.

The Centre Compliance Manager will retain full details of the appeal for not less than 5 years.

## 4. Review

The Centre Compliance Manager will review this procedure with SETA's FE Manager annually.

# Technical Knowledge Qualification Appeals Procedure

## Introduction

As a Learner carrying out a Technical Knowledge Qualification (BTEC/HNC) provided by SETA, you may appeal against an assessment decision you believe to be unfair or unreasonable.

## Stage 1: Informal Appeal

Whenever possible, you should discuss your objections with your Tutor prior to making a formal appeal at the end of an assessment session or within 7 days of the assessment. If a solution cannot be achieved, you have the right to a formal appeal.

## Stage 2: Formal Appeal

A formal appeal must be made to the Centre Compliance Manager, who will arrange for a 'TKQAP1' form to be completed and sent to SETA's FE Manager/Lead Internal Quality Assurer (LIQA) within 14 days of when you were notified of the assessment decision against which the appeal is being made. The FE Manager/LIQA will investigate the appeal with all parties and complete the 'TKQAP1' form. The judgment will be communicated either in writing or verbally to you by the FE Manager/LIQA within 5 working days of the appeal being received.

If the appeal is successful, the FE Manager/LIQA will identify the specific failure in the assessment regime and implement corrective actions, and your original Assessment decision in question will be amended accordingly.

If the appeal is unsuccessful and you do not accept the decision, you can instigate stage 3.

## Stage 3: Final Appeal

A final appeal must be made to the Centre Compliance Manager within 7 days of when you were notified of the outcome of stage 2. The Centre Compliance Manager will arrange for a 'TKQAP1' form to be completed and investigate the appeal. The judgment will be communicated either in writing or verbally to you within 10 working days of the appeal being received.

If the appeal is successful, the Centre Compliance Manager will identify the specific failure in the assessment regime and implement corrective actions, and your original Assessment decision in question will be amended accordingly.

If the appeal is unsuccessful and you do not accept the decision, you can instigate stage 4.

## Stage 4: Awarding Body Appeal

The Centre Compliance Manager will supply you with full details of the Awarding Body's own appeals procedure and contacts for you to initiate an appeal with them should you wish the appeal to be taken further.

The Centre Compliance Manager will retain full details of the appeal for not less than 5 years.

## Acceptance

I have received an introduction to the Technical Qualifications process detailing the unit requirements and the appeals procedure, and I fully understand what to do should I encounter an issue.

Name (print) \_\_\_\_\_ Signature \_\_\_\_\_

Date \_\_\_\_\_

## Contacts

SETA's Centre Compliance Manager  
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SETA's FE Manager/LIQA  
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Technical Knowledge Qualifications Appeals Form

Appeal

Name of Learner:

Name of Assessor/Tutor:

Name of Internal Quality Assurer:

Date Unit(s) assessed:

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Assessment details

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Learner's reasons for appeal

Learner's signature .....

Assessor's/Tutors signature .....

Stage 1 – Assessors/Tutors comments

Date appeal received ..... Date of reply .....

Signed .....

**Technical Knowledge Qualifications Appeals Form**

**Stage 2 - Internal Quality Assurer's comments**

**Date appeal received** ..... **Date of reply** .....

**Signed** .....

**Stage 3 - Centre Compliance Manager Response**

**Date appeal received** ..... **Date of reply** .....

**Signed** ..... **Print Name**