



Sydenham Garden Appeals Policy and Procedure

The aim of this policy is:

- To enable the learner to enquire, question or appeal against an assessment decision.
- To standardise and record any appeal to ensure openness and fairness.
- To protect the interests of all learners and the integrity of the qualification.
- To attempt to reach agreement between the learner, assessor and internal moderator at the earliest opportunity.
- To facilitate a learner's ultimate right of appeal to the awarding body, where appropriate

In order to meet these aims, Sydenham Garden will ensure that:

- learners are made fully informed of the centre's Appeals Policy.
- all appeals are acknowledged, recorded and tracked.
- a staged appeals procedure is conducted.
- all appeal records are kept for inspection for a minimum of 3 years.
- the interests of other learners and the validity of the qualification is protected during any appeals that questions the validity of other results.
- it forwards the appeal to the awarding organisation only after the internal appeals procedure has been fully completed and the learner still considers that a decision is continuing to disadvantage them.
- the policy is reviewed annually.

Learners' Guide to Appealing an Assessment Decision

If you feel that an assessment decision is wrong or unfair you can appeal.

Candidates wishing to appeal any decisions must do so within 14 days of receiving the disputed assessment decision and are advised to keep copies of all documents relating to the appeal. If you are not satisfied, you must follow this procedure.

Reasons you might want to appeal:

- a. You believe your evidence proves that you have met the standard.
- b. You believe a fair decision has not been made.
- c. You believe a meaningful assessment procedure has not been followed.

Stage 1

You must first tell your Session Leader who made the original decision, explaining:

- Why you disagree with the assessment decision.
- How you think the evidence you have put forward does meet the standards.

Your Session Leader will give you a clear written (and verbal where appropriate) explanation and feedback within 14 days on why they agree or disagree with your appeal.

The Session Leader is required to record an overview of the appeal and the outcome of the discussion and forward this to the Course Manager so it can be stored in the centre's assessment and appeals records.

Stage 2

If the appeal has not been resolved in Stage 1 by discussion with your Session Leader, you must put the above in writing to the Internal Moderator for the courses. Please include the following details;

- The date and type of the assessment (e.g. observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper)
- The name of the Session Leader involved
- A brief outline of the reason for the appeal
- Any associated documents (e.g. candidate evidence, record of feedback from the Session Leader involved)

The Internal Moderator will re-assess your work against the standards set by the Awarding Organisation. You will receive a written explanation within 14 days of their decision.

One of the following decisions will be communicated to you by the Internal Moderator. This will be to either:

- uphold the original assessment decision
- offer you an opportunity for a re-sit/reassessment free of charge
- overturn the original decision

These decisions will be recorded on the appropriate appeals form. The decision will also be communicated to the original Session Leader who assisted in Stage 1 of the appeal.

Copies of records of appeals are retained with the assessment and appeals records. Sydenham Garden will retain records of appeals for a minimum period of 3 years

Stage 3

If learners have followed Stage 1 and 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to request a meeting with the Internal Moderator and a member of Sydenham Garden's leadership team. The learner may wish to bring a representative to this meeting. All the evidence available will be discussed at this meeting and the decision will be communicated to the learner in writing within 10 days.

Stage 4

If learners have followed Stage 1, 2 and 3 of the appeals procedure and remain dissatisfied with the outcome, they have the right to escalate their appeal to the awarding body and request that they investigate the matter further. This must be done within 14 days of the decision from Stage 3 of the procedure being communicated to them by Sydenham Garden.

Review

This policy will be reviewed annually unless circumstances mean an earlier review is necessary.

Policy adopted by Board of Trustees on: 15 July 2022

Policy last reviewed: July 2025

Date of next Review: July 2026