


APPEALS PROCEDURE						
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APPEALS PROCEDURE

SCOPE OF THE POLICY

This procedure is provided for Integra Quality customers, learners, and associates who are using or delivering courses and qualifications offered by Integra Quality (IQL). This procedure covers the process for raising appeals against an academic decision that has been made.

REVIEW ARRANGEMENTS

Integra Quality will review and update this policy, when necessary, in response to customer and learner feedback, or good practice guidance issued by an awarding organisation or other regulatory body, and annually as a minimum.

COMMUNICATION OF THE POLICY

Every staff member or associate involved in the management, delivery, assessment, and quality assurance of qualifications offered by Integra Quality shall be made aware of this policy during their induction to the business. Learners undertaking Integra Quality qualifications and Customers of IQL shall be informed of this policy during their induction process.

Changes are communicated to staff via Integra Quality's Heads Up communication tool and must be acknowledged by the recipients.

PROCEDURE

Should a learner feel that proper process has not been followed or that an academic decision was not made in accordance with the regulations of the programme of learning then they may appeal to the Managing Director via one of the following methods:


Call: 0114 2054547	Write to: Training Appeals, Integra Quality Ltd, Khepera Business Centre, Sheffield, S13 9LQ
E-mail: info@integraquality.co.uk	

Examples of areas where an appeal may be raised are as follows:

- If the learner believes that Integra Quality has not applied our procedures consistently or that procedures were not followed properly, consistently, and fairly.
- If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them.
- If the learner feels that the premises/environment for assessment has disadvantaged them.

(Should a learner wish to appeal against a decision made after a complaint has been investigated then please refer to our Complaints Procedure).

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

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- A full description of your appeal (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far;
- Copies of any papers or letters to do with the appeal; and
- Any other factors for consideration such as any extenuating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made.

Appeals will be investigated, and a review panel may be formed in order to reach a decision. We aim to investigate and respond to appeals within 28 Days.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the Awarding Organisation directly. The Awarding Organisation is Highfield Qualifications and their appeals policy can be located on their website: www.highfieldabc.com. Alternatively, please speak to the Highfield team on 0845 2260350.

Should you address your appeal to Highfield and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator (for example, OFQUAL, SQA Accreditations or Qualifications Wales dependent upon the qualification). Either a representative of Integra Quality or Highfield will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If you have any queries about the contents of this policy, please contact the Managing Director using the details given above.