

# Ensign Interpreting

## Appeals Policy

## Policy Summary

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# Appeals Policy

Ensign Interpreting acknowledges that occasionally a student may not be happy with the outcome of an assessment. We will apply the principles set out in this policy to address these concerns.

We aim to;

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

In order to do this, the centre will:

- Inform the learner at induction, of the Appeals Policy and procedure.
- Record, track and validate any appeal.
- Forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted
- Keep appeals records for inspection by the awarding body for a minimum of 18 months.
- Have a staged appeals procedure.
- Will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results
- Monitor appeals to inform quality improvement.