



**REACH  
YOUR  
PEAK**

# Appeals Policy and Procedure

## Introduction

The purpose of the Reach Your Peak appeals procedure is to ensure that every learner who is not satisfied with the outcome of an assessment decision has the right to appeal against the decision that has been made.

All learners:

- are assessed against our published assessment criteria
- who agree to take our assessment will have received full written and verbal assessment instructions, assessment criteria and support towards assessment completion
- will be assessed by competent trained assessors.

## Grounds for appeal

Learners may appeal if it is believed that:

- the assessor was inappropriate in administering the assessment
- the learner was not given a fair opportunity to provide evidence to be assessed against the assessment criteria
- an unavoidable circumstance arose, which was outside the control of the learner and resulted in the learner being unable to meet the assessment criteria as stated.

In addition, Reach Your Peak will ensure that assessors:

- possess a discipline specific qualification equivalent to the qualification being taught
- have relevant industry experience
- demonstrate active involvement in a process of industry relevant Continued Professional Development during the last two years.

Examples of areas you may wish to appeal against:

- you feel you have not been given the correct support throughout the course
- you found there was very little contact or response from your tutors during part or all of the course
- a marking decision was unfair
- you feel you have been unfairly treated by a member of staff or fellow learner
- you experienced major delays or course days were not run at all.

## Appeals procedure

Within 7 days of receiving the outcome of the assessment the learner should notify Reach Your Peak of any dissatisfaction based on the criteria above. Any learner wishing to appeal against an assessment decision should adhere to this process:

- complete the appeals form below
- include any supporting evidence and assessment paperwork in support of your appeal
- send the appeal form and evidence to the Executive Officer ([mariareachyourpeak@mail.com](mailto:mariareachyourpeak@mail.com))
- on receiving the completed Appeal form, we will confirm receipt within 10 days
- an external assessor/ quality assurer will review the Appeal and respond within 14 days
- additional evidence may be requested to enable a full and fair decision to be made by the external assessor/quality assurer.

If a medical issue has the potential to affect your performance, then it is your responsibility to inform ORUK prior to assessment so that an informed decision can be made in terms of an appropriate action plan.

Throughout the assessment process ORUK will comply fully with its policy on reasonable adjustments and special considerations.

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# Appeal Request Form

Name

Assessment Date

Course Attended

Venue  Date

Assessor's Name

Contact details:

tel  email

postal address

**Please give details of your reasons for this Appeal against your Assessment decision:**  
(Please refer to the Appeals Procedure and attach all assessment paperwork with specific details of your reasons for appeal)

Signature  Date