The Young Foundation

Appeals Policy & Process
Introduction

This policy is for students, tutors, mentors, and approved organisations who are working towards or delivering the qualifications offered by The Young Foundation.

This policy relates specifically to appeals in relation to assessment outcomes. There is a separate Complaints Policy & Process (available on our website) for all other issues relating to course delivery.

Appeals handling

All appeals will be referred to the Lead Assessor responsible for Internal Quality Assurance. Appeals will be reviewed on a semi-annual basis to ensure any patterns/trends or other issues are identified and processes adapted as required.

A written record of all appeals will be kept by The Young Foundation. This will include the outcome of the appeal and the reasons for the decision. A copy will be given to the candidate.

The Awarding Body or Organisation of externally validated qualifications will be kept informed of all appeals. The Body or Organisation may become involved at any stage of the appeals process.

Grounds for appeal

A candidate may appeal an assessment decision if they have reason to believe that we have:

- failed to correctly apply the published assessment criteria or processes, or
- have made an administrative error in handling the assessment

A failure to comply with the assessment procedures required by the Awarding Body can also constitute grounds for appeal.
Appeals process

All candidates have the right to appeal an assessment decision. Any appeal should be made within 10 working days of the assessment outcome notification.

Before lodging an appeal, a candidate should discuss the decision with their tutor and agree the basis on which an appeal is being made.

Stages of the appeals process

Stage 1

A. The candidate submits in writing the grounds on which they are making an appeal

B. The original assessor reviews the appeal and provides a written response which will either
   i. Explain in further detail the reason for the original decision
   ii. Revise the assessment outcome with a written explanation of the reasons for this

If the candidate agrees with the outcome of Stage 1, the appeal is closed.
If the candidate remains dissatisfied, the appeal moves to Stage 2.

Stage 2

A Stage 2 appeal must be made within five working days of receiving the outcome notification from Stage 1.

A. The candidate submits in writing the appeals form (Appendix 1) and required supporting materials

B. The appeal is referred to the Internal Quality Assurance (IQA) Panel for review
   i. The candidate will receive confirmation of the referral within 5 working days

C. The IQA Panel will review the appeal within 20 working days of receipt
i. The IQA Panel does not re-mark or re-assess submissions

ii. The IQA Panel will scrutinise the following information in order to reach a decision: the assessor’s original report and subsequent clarification from Stage 1; the candidate’s appeals form; any other relevant evidence submitted by the candidate

D. The IQA Panel will reach a decision and communicate this to the candidate within 3 working days of the Panel meeting. Decisions can be either:

i. Uphold original assessment decision

ii. Invite candidate to resubmit free of charge

iii. Amend assessment decision

If the candidate agrees with the outcome of Stage 3, the appeal is closed. If the candidate remains dissatisfied, the appeal moves to Stage 3.

Stage 3

A Stage 3 appeal can be made to the Awarding Body or Organisation who will follow their own appeals policy and procedures. Stage 3 appeals must be made within 5 working days of receiving notification of the outcome of Stage 2.
The Young Foundation: Stage 2 appeals form

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You must complete this form to submit a Stage 2 appeal. Forms should be submitted to research@youngfoundation.org with “Stage 2 appeal” as the subject line.

<table>
<thead>
<tr>
<th>Candidate name</th>
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</thead>
<tbody>
<tr>
<td>Candidate number</td>
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<tr>
<td>Delivery organisation</td>
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<tr>
<td>Email address</td>
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<tr>
<td>Contact number</td>
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<tr>
<td>Name of qualification</td>
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<tr>
<td>Date of assessment</td>
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<tr>
<td>Name of original assessor</td>
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Please provide full details of the reason for your appeal
You must include an explanation of why you disagree with the additional information provided through the Stage 1 appeals process.
Please attach additional sheets if necessary

Please list any supporting evidence you are supplying as attachments
Bullet point list with 1-2 sentence summary of relevance to appeal
## To be completed by IQA

A copy of this form will be provided to the candidate along with the final decision of the IQA.

<table>
<thead>
<tr>
<th>Candidate name</th>
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<tbody>
<tr>
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<td>Name of qualification</td>
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<td>Date of assessment</td>
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<tr>
<td>Name of original assessor</td>
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<tr>
<td>Date of panel meeting</td>
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<tr>
<td>Panel members</td>
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</table>

**Details of the meeting**

To include rationale for final decision and evidence considered

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**Final decision**
<table>
<thead>
<tr>
<th>Issue</th>
<th>Action</th>
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<tbody>
<tr>
<td>Uphold original decision</td>
<td>Check</td>
</tr>
<tr>
<td>Invite to resubmit free of charge</td>
<td>Check</td>
</tr>
<tr>
<td>Amend assessment decision</td>
<td>Check</td>
</tr>
</tbody>
</table>

**IQA Panel Lead signature**

Date

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Date policy last reviewed | October 2022
Reviewer | TG
Date of next review | October 2023