

Appeals Procedure

McAnderson Associates Limited

1. Purpose

This procedure ensures that all learners at McAnderson Associates Limited have access to a fair and transparent process for appealing assessment decisions, in line with Highfield Qualifications and regulatory requirements.

2. Scope

This procedure applies to:

- All learners enrolled in qualifications offered by McAnderson Associates Limited
- All assessment decisions made by our staff
- All internal quality assurance (IQA) decisions relating to learner achievement

3. Grounds for Appeal

A learner may appeal if they believe that:

- The assessment decision is incorrect or unfair
- The assessment process was not conducted properly
- Reasonable adjustments or special considerations were not applied appropriately
- There was evidence of bias or discrimination

4. Appeals Process

Stage 1: Informal Resolution

- The learner should speak to the assessor within **5 working days** of receiving the decision.
- The assessor will explain the rationale and evidence for the decision.
- If resolved, no further action is required.
- If unresolved, the learner proceeds to Stage 2.

Stage 2: Formal Appeal

- The learner submits a written appeal using the **Learner Appeal Form** within **10 working days** of receiving the decision.
- The form must include:
 - Learner name and course

- Details of the assessment and decision being appealed
- Grounds for appeal
- Supporting evidence (if applicable)
- The form is submitted to the **Centre Manager**.

Stage 3: Internal Review

- The Centre Manager appoints a member of the quality team (not involved in the original decision) to review the appeal.
- The review may involve:
 - Re-marking work
 - Interviewing staff
 - Reviewing records and IQA notes
- A written outcome will be provided within **10 working days**.
- The outcome may:
 - Uphold the original decision
 - Amend the decision
 - Recommend reassessment

Stage 4: Escalation to Awarding Body

- If the learner is still dissatisfied, they may appeal to **Highfield Qualifications** directly.
- McAnderson will provide guidance and support on how to submit this appeal.
- The awarding body's decision is final.

5. Monitoring and Records

- All appeals and outcomes are logged and monitored by the Quality Assurance Lead.
- Records are kept for a minimum of **3 years**.
- Patterns or trends are reviewed as part of the centre's annual quality review.

6. Review

This policy is reviewed annually or following any changes in regulatory or awarding body guidance.

7. Policy Approval

Approved by: Akindayo Akindolani
Position: Founder & CEO
Date: 19th May 2025