



HCT Learning

Quality Assurance Manual

2020

Appeals Policy

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1 Appeals

This policy outlines how HCT Learning deals with appeals. Appeals can be made to decisions regarding, Malpractice/Maladministration, RRA Requests, Assessment Results.

1.1 Malpractice/Maladministration Appeals Procedure

Everyone has the right to appeal where a case of malpractice or maladministration has been upheld. All appeals will be investigated in full by a member of management.

- This must be submitted in writing to HCT Learning within 5 working days of the decision.
- The appeal will be investigated by a member of Management.
- A written response will be given to all reasonable written appeals, letter or email within 10 working days from the receipt of the appeal. If this time needs to be extended the applicant will be advised stating a predicted reply date.
- The decision will be final.

1.2 RRA Requests Appeals Procedure

Everyone has the right to appeal where a request for Reasonable Accommodation has been declined. All appeals will be investigated in full by a member of management.

- This must be submitted in writing to HCT Learning within 5 working days of the decision.
- The appeal will be investigated by a member of Management.
- A written response will be given to all reasonable written appeals, letter or email within 10 working days from the receipt of the appeal. If this time needs to be extended the applicant will be advised stating a predicted reply date.
- The decision will be final.

1.3 Assessment Results Appeals Procedure

HCT Learnings appeals procedure enables learners appeal their result when:

- The learner wishes to query their result.
- The learner requires assistance in understanding their result breakdown.

Only approved results can be formally appealed by the learner. Consequently, the HCT Learning appeals process is enabled when:

- All results have been approved through the results approval process.
- Learners have been issued with the approved results flagging the opportunity to appeal.
- A request for an appeal has been received within 14 days of the issue of approved/final results.

A learner requests an appeal of results by completing the HCT Learning appeals request form and paying the appropriate administration fee of €50 of which €25, is refunded if the appeal is successful. This form is obtainable directly from our head office.

When an appeal request is received, HCT Learning will review the assessment process for the specific learner concerned. This will include a review of the assessment result and a second marking of learner evidence where appropriate. The assessor who evaluates a learner appeal **will not** be the assessor who made the original assessment decision. It is noted that grades can drop because of an appeal.

The only evidence which may be presented by the learner at appeal is that which has already been presented for assessment. New evidence may not be added by the learner for the appeal.

HCT Learning is committed to notifying a learner of the outcome of an appeal within 5 working days.

1.3.1 Outcome of an Appeal

- Learner will be notified within 5 working days.
- If there is no change in grade then the learner is so informed.
- If there is a change in grade to anything other than a distinction then the learner is so informed.
- If there is a change in grade to a distinction then the learner is informed of this outcome.

