



Quality Assurance System

PP12 - Policy and procedure for dealing with Learner referral and appeal

Rev 1.1

Policy and procedure for Dealing with Learner referral and appeal

Document reference number:	PP12	Revision Number:	V1.1
Document drafted by:	Quality Officer	Date drafted:	1/2/22
Document approved by:	LASNTG	Date approved:	4/4/22
Document adopted by:	LASNTG	Date document adopted:	
Issued by:	LASNTG	Date of Issue:	
Assigned Review Period	2 Years	Next Review Date:	
Responsibility for Review	Quality Officer	Date of withdrawal obsolete document	

Amendment History:

Date	Revision Number	Details of amendment
11/11/20	1.0	New Document
1/2/22	1.1	Document review

Purpose

To advise Employers and Learners of referral and enable Learners appeal their assessment result(s) and/or the assessment process

Scope

All LASNTG Programmes where assessment apply

Definitions/Acronyms

- An appeal will be facilitated where a Learner is not satisfied with the grade awarded, and/or, if they perceive that there was an irregularity within the assessment process itself.

Authorities/Responsibilities

Function	Activities
Trainer/Assessor	Provide feedback to Learner and notify RTC Manager
RTC Manager	Notify the Employer, where a referral applies Issue Learner Final Results Appeal Form, if requested by Employer
Secretary	Receive appeal Refer to Independent Examiner Review report and arrange for sign off on the examination Notify the Employer of the examination outcome Arrange for corrective action, where applicable
Independent Examiner	Assess Learner appeal and make recommendation to Secretary
Monitoring and Evaluation (MEC) Chair	Note outcome Examiner's recommendation

Procedure

The Trainer/Assessor will notify the RTC Manager within 2 working days of Learner referral

The RTC Manager will notify the Employer of the referral within 2 working days of receipt of notification from the Trainer/Assessor

All Learner appeals must be made in writing, using the Learner Final Results Appeal Form, and submitted, through the Employer, to the LASNTG Office within 10 working days of receipt of results.

The Secretary (LASNTG Office) will appoint an Independent Examiner within 10 working days of receipt of appeal. The Independent Examiner will be a subject-matter expert, who is external to LASNTG, and was not involved in the original assessment decision.

The Independent Examiner will assess the appeal and make recommendation, with stated rationale, within 10 working days.

Where the appeal is of a complex nature the Independent Examiner will seek an extension of time stating grounds for request. If accepted by the Secretary, the Secretary will notify the Employer stating reason for the extension of time.

Following the Independent Examiner's recommendation, the Secretary, within 10 working days, will refer to the MEC Chair for noting and advise the Employer of the outcome of the appeal and, where applicable, corrective action to be taken.

Supporting Documents

- LASNTG Quality Assurance Manual
- Learner Handbook
- Learner Final Results Appeal Form

Metrics

- Number of appeals
- Number of corrective actions
- Successful implementation of corrective actions

Related Procedures

- Monitoring of Trainers
- Dealing with Trainer non-performance