

Policy

Agile Group is dedicated to providing high quality delivery of products, services and customer satisfaction. However, it recognises that, on occasion, clients, candidates or their sponsors may feel dissatisfied with matters relating to the delivery assessment, or in the administration of the programme(s) that we provide as an accredited centre. All appeals will be processed through Agile Group internal appeals procedure. If, at the end of the procedure, the candidate, client or sponsor is still dissatisfied with the decision, they may then take their appeal to the appropriate awarding body.

Centre Procedures

There are some issues which we are unable to investigate under awarding body regulations. These are:

- decisions which have been formally notified to the candidate more than six weeks before the appeal is lodged with our organisation;
- actions taken before receipt of a candidate's enrolment details at awarding body's central office;
- matters under consideration under an employer's disciplinary or grievance procedures;
- matters involving another awarding body eg Edexcel etc; or
- matters involving points of law.

Agile Group provides candidates with opportunities to discuss delivery, assessment and administrative issues with colleagues in an informal way.

All candidates will also be given, during their induction, information on:

- the coverage of the programme (programme outline & scheme of work)
- the delivery of the programme (timelines)
- the criteria against which judgements are made (marking criteria or standards)
- the way the assessment system operates, including feedback arrangements (feedback sheets)
- the centre's appeals procedure (contained in the candidate programme handbook)

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Policy by	P Stevens/ L Clarke reviewed by N Lawton Centre Lead		

Agile Group - Appeals System

The following points form the basis for the company's appeals procedure:

- identification of the stages in the appeals
- identification of the person with whom the appeal is lodged
- statement of the form in which the appeal is made
- incorporation of an appeals panel (or its equivalent) which is objective and independent
- the times by which appeals may be lodged and must be decided are stated clearly
- a written record on each stage of the procedure is made

A candidate, client or sponsor may appeal against an assessment where an approved assessment centre has failed to meet the criteria on which its approval was based. The examples below indicate how they might have grounds for requesting a reassessment:

- management/administration: mistakes in recording a candidate's achievements, or an unreasonable delay
- resources: inadequate facilities, shortage of colleagues or colleagues lacking appropriate experience or qualifications
- assessment: an insufficient range of assessment methods or use of criteria other than specified in the qualification
- equal opportunity: discrimination on grounds of gender, age, race or creed etc.
- access: denial of assessment without justifiable cause
- guidance: insufficient or misleading guidance material

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Candidate Appeals Guidance

An assessment centre's registration procedure will include advice to candidates about the centre's appeals policy and procedures. All advice will be in writing and will also cover the review process.

Stage 1 - Registering an Appeal

Where the candidate, client or sponsor believes that they have grounds for appeal in the first instance please speak to your Tutor/Assessor.

If no action is taken by the Assessor – contact Agile Group Director in writing (email)

pete@agilegroup.co.uk

The problem should be brought to the attention of the programme coordinator in writing, within ten working days of the occurrence, who will:

- give written acknowledgement of the appeal within 5 working days;
- determine whether a case has been established; and
- give assistance to progress the appeal.

The Group Operations Director can be contacted by post, telephone or email at:

Agile Group

Mobile 07940 855461

Email: Pete@agilegroup.co.uk

Stage 2 -Findings

Agile Group appeals body will consider the appeal and recommend in writing either:

- That the appeal is upheld; or
- That the appeal is not upheld.

Agile Group appeals body will be objective and independent made up of a director of the company, a senior manager and the programme administrator.

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Stage 3 -Notification

The candidate will be given formal notification, in writing, of the outcome of the appeal within ten working days of its receipt.

If the appeal was upheld, the candidate, client or sponsor will be told of the remedy, such as arrangements for reassessment.

If the appeal was not upheld, the candidate, client or sponsor will be given the reasons and advised about his or her right to request an awarding body review.

The assessment centre will record the outcome of the appeal and immediately notify the external verifier with copies of the appeal documents.

Stage 4 - Awarding Body Review Procedure

If an appeal has not been upheld by Agile Group, a request may be made to the awarding body to review the conduct of the appeal. Such a request should be addressed to the external verifier through the assessment centre and should include:

- the original appeal
- the centre's findings
- a summary report on the conduct of the appeal; and
- a short statement by the candidate of where he or she believes the conduct of the appeal to have shortcomings.

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Appeals Procedure with respect to awarding bodies

Appeals to the awarding body must be:

- addressed to the Chief Executive of the awarding body (The programme's coordinator will provide contact details)
- submitted in writing by the candidate, client or sponsor
- received within six weeks of the date by which the candidate was formally notified of the result of the centre's internal appeals procedure

On receipt of the complaint the awarding body will:

- Check that the candidate was registered at the time of the action or failure to act.
- Check that Agile Group's internal appeals procedure has been exhausted
- Obtain a copy of the complete complaints file which will have been built up by Agile Group in their original consideration of the candidate's appeal. This file must be returned to the awarding body within two weeks of the date on which the request is sent to the centre
- The Chief Executive will nominate a member of either the Operations Quality Committee of Education or Training Committees to adjudicate on the appeal. Where necessary, technical advice will be available to the adjudicator from the verifier who is attached to a region of the awarding body other than the one from which the appeal has been made. The adjudicator may also decide to call for additional evidence from any party associated with the appeal.
- The outcome of the appeal will be notified in writing to the candidate and to the centre. This notification will normally be within six weeks of receipt of the complaints file. This decision will be final. If the complaint is considered justified, the Chief Executive will also set out the remedial action that is to be taken.

Pete Stevens
Director

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