

APPEALS POLICY

VERSION 1.0

DATE: MARCH 2024



1. Purpose

At SIAS we are committed to ensuring transparency, fairness, and integrity in all our processes. We understand that there may be instances where stakeholders disagree with decisions made and this policy outlines the procedures and guidelines for individuals or entities who wish to appeal decisions made by our organisation. SIAS's approach to the monitoring and review of appeal outcome is also outlined in this document.

2. Scope

This policy is provided for the use of learners, centres and centre staff who wish to appeal a decision made by SIAS. Learner appeals will only be accepted for review, by SIAS, once the learner has exhausted their Centre's appeal process and if they remain unsatisfied with the outcome.

3. Types of Appeals

The following table sets out the types of appeals that can be made to SIAS and who is able to make the appeal in each case:

Appeal Type	Who can Appeal?
Results issued for an external assessment	Centre, Learner
Results issued for an internal assessment (once the centre appeals policy has been followed)	Learner
Outcome of an application for reasonable adjustments or special considerations	Centre, Learner
SIAS did not apply procedures consistently or that procedures were not followed properly and fairly	Centre, Learner
Decisions relating to any action to be taken against a Learner or a Centre following an investigation into malpractice or maladministration	Centre, Learner
The issuing of a Sanction	Centre, Learner, Centre Staff
Dissatisfaction with the outcome of a complaint	Centre, Learner, Centre Staff

3.1 What will not be accepted?

- Learner appeals where the learner has not exhausted their centre's appeals procedure.
- Appeals made on behalf of a learner without their written permission.
- Appeals made that are lacking in detail which therefore make it difficult for SIAS to perform an investigation. In these instances, SIAS will write to the appellant requesting more detail.
- In some cases, an appeal may be raised which is a complaint, in this case the appellant will be directed to the appropriate process.

4. Appeal Stages

4.1. Appeal 'stage 1' (SIAS review of the appeal)

Appellants have 20 working days from the date that they were notified of the decision that they are appealing against in which to lodge an appeal against the decision.

All appeals to SIAS must be submitted via the SIAS creatio system. When submitting an Appeal, the appellant, or Centre if doing this on behalf of a learner, needs to ensure all sections are completed and as much detail as possible has been included to aid SIAS in making a decision.

SIAS will review the appeal and respond to the appellant with an outcome within 10 working days receipt of the fee for the 'Stage 1' appeal. When assigning someone to review the appeal it will be ensured that the reviewer has no conflict of interest which could affect their decision making processes and has the appropriate level of competence.

4.2. Appeal 'stage 2' (Independent review of the appeal)

Following the outcome of the 'Stage 1' appeal review, if the appellant remains dissatisfied with the outcome, a 'Stage 2' appeal can be raised. The appellant has 10 working days from the notification of the 'Stage 1' outcome to raise a 'Stage 2' appeal.

SIAS will arrange for a review to be carried out of the appeal by an Independent Reviewer who meets the following criteria:

- They must not be an employee, assessor, contractor of SIAS or be in anyway otherwise connected to SIAS and have no personal interest in the decision being appealed.
- They must have the appropriate competence to make the appeal decision.

The Independent Reviewer will review all the evidence which took place during the previous stage and review whether SIAS have applied the procedures fairly, appropriately, and consistently in line with the policy.

The Independent Reviewer's decision is final in relation to how SIAS will consider such appeals and we will let you know the outcome of the review within 20 working days of receipt of the fee for the 'Stage 2' appeal. If the apprentice is still unhappy with the outcome at this stage, they are entitled to raise the matter with the relevant qualification regulator or external quality assurance body.

Please note that in some cases the 'Stage 2' appeal processes may take longer. In such instances, SIAS will contact the appellant to inform them of the revised timescale.

5. Charges

An administrative fee will be charged at each stage of the appeal. For further details on costs please refer to the SIAS Fees list available on the website. In the case that an appeal is upheld the fee will be refunded.

6. Monitoring and Review of Appeals

If any part of an appeal is upheld, as part of our review process, we will give due regard to the outcome and ascertain how best we can improve our service and/or processes. We will review our procedures to assess the impact on our product development or awarding arrangements and assessment process as appropriate.

In situations where the outcome of an appeal or a notification from the regulators indicates a failure in our processes or in the processes of a SIAS Centre, we will consider the outcome, and we will take all reasonable steps to:

- Identify any other learners who may have been affected by that failure
- Correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure
- Ensure that the failure does not recur in the future.

For further information please contact us directly. We are here to support you every step of the way, ensuring you have all the tools and guidance you need:

Phone number: 01925 515 200

Email: info@siasuk.com

SIAS