



Appeals Procedure

This is the statement of general policy and arrangements for:	Made to Measure Mentoring Limited
Overall and final responsibility for the Internal Quality Assurance Policy belongs to:	Dr Andy Miles, Managing Director [Academic]
Day-to-day responsibility for ensuring this policy is put into practice is retained by:	Gary Batchelor (Quality Assurance Manager)

1.0 INTRODUCTION

- Made to Measure Mentoring Ltd (M2MM Ltd) on occasion will provide solutions which offer Learners the opportunity to submit for recognised and formal awards or qualifications. In such instance's standard assessment procedures, requirements and criteria will have been established by the Awarding Body for the award or qualification and these will be provided to Learners in advance
- M2MM Ltd recognises that there may be occasions when a Learner is unhappy with an assessment decision and may wish to contest any decision relating to performance against set assessment criteria. It is for this reason that a formal Appeals Procedure has been established
- For the purposes of this procedure an appeal is defined as, "a written expression of dissatisfaction or concern a Learner may have about an assessment decision that has been made about any work submitted towards an award or qualification"
- The purpose of this procedure is to outline a formal route through which Learners can bring an appeal to the attention of M2MM Ltd
- Learners wishing to appeal an assessment decision must do so within 10 days of receiving the assessment decision which they wish to contest
- Learners are advised to keep copies of all documents and correspondence relating to the assessment and the decision which is being appealed
- The Designated Director [Appeals] has overall responsibility for the M2MM Ltd. Appeals and Complaints Procedures, including reviewing, monitoring and reporting on its implementation. If any complaint relates to the Designated Director [Appeals], M2MM Ltd. will endeavour to involve an independent third party to consider the complaint

2.0 STAGE ONE

For the Learner	For the Trainer/Assessor
<ul style="list-style-type: none">• Where possible the appeal should be made, in the first instance, directly to the Trainer/Assessor who made the assessment decision which is being contested	<ul style="list-style-type: none">• On receipt of an appeal the Trainer/Assessor should provide to the Learner their rationale for the decision that is being contested
<ul style="list-style-type: none">• The appeal should be made in writing within 10 days of the decision being made public using the Learner Appeal Form 1 provided below or available via the Designated Director [Appeals], M2MM Ltd. If Stage One is not feasible, the Learner should go directly to Stage Two	<ul style="list-style-type: none">• The Trainer/Assessor is also required to record an overview of the appeal and any discussions with the Learner using the Appeals Log provided below or available via the Designated Director [Appeals], M2MM Ltd. The Trainer/Assessor should also record any outcome arrived at if the Appeal is ended at Stage One or proceed to Stage Two

3.0 STAGE TWO

For the Learner	For Made to Measure Mentoring Ltd
<ul style="list-style-type: none">• If a Learner is unable to complete Stage One, they should put their appeal in writing using the Learner Appeal Form 1 and forward it to the Designated Director [Appeals], M2MM Ltd. within 10 working days of receiving the assessment decision which they are appealing	<ul style="list-style-type: none">• M2MM Ltd. will acknowledge receipt of the appeal documentation within 10 working days of receipt and outline the course of action to be taken
<ul style="list-style-type: none">• If a Learner has completed Stage One and remains dissatisfied with the assessment decision and wishes to continue to challenge the assessment decision, they should appeal in writing to M2MM Ltd. within 10 days of Stage One having been completed. They should do this using the Learner Appeal Form 2 provided by the Designated Director, [Appeals], M2MM Ltd.	<ul style="list-style-type: none">• M2MM Ltd. will carry out an investigation of the appeal using a person independent of the assessment process associated with the appeal and M2MM Ltd. will, within 20 working days of receipt of the Stage Two appeal, write to the Learner detailing the findings and a decision. All decisions will be recorded on the Learner Appeal Form
