

Appeals procedure and possible grounds

Part of this policy has been informed by the Open University Appeals Procedure (*footnote 1*)

Marvellous Minds has a responsibility to advise you of your rights to appeal, about the procedure to be followed and grounds upon which an appeal can be made.

Marvellous Minds has the right to allow all relevant information on any appeals to be inspected by its Appeals Panel or by the Awarding Body.

It is our aim to resolve any appeals at this first level. Should you disagree with the outcome of any appeal you wish to raise, you then have the right to raise your appeal to the next level via the Awarding Body, The Institute of Leadership and Management. Any further upward appeal should be detailed, in writing, to the Programme Director for Marvellous Minds.

Marvellous Minds will have in place an Appeals Committee comprising of the Managing Director, Programme Director and an independent Internal Verifier.

Contact Point for first level Appeal (The Centre)

Fiona MacKenzie
Programme Director
Marvellous Minds
Fiona@marvellousminds.co.uk

Timescales for Appeals

If you wish to raise an appeal, you must do so within six weeks of the date the first issue was raised with the assessor. The assessor will be responsible for informing the Programme Director of any issues raised and to log on the appropriate documentation.

Any appeal must include a statement of facts that constitutes the basis for the appeal. Should the Programme Director require additional information, they shall reserve the right to ask the learner for further information with specified time limits. Should the time limits not be followed, the appeal will be deemed to be closed.

Conducting the Appeal

The Programme Director will have the responsibility of circulating the appropriate information to the Appeals Committee. The Appeals Committee reserve the right to request a hearing should the written information be insufficient. They may be required to call on witnesses if appropriate. The Learner will have the right to be accompanied by a friend who may not be acting in a professional capacity, and that person will have the right to speak or otherwise represent the learner, but may not give evidence except on matters of which they have direct knowledge.

1. <http://www.open.ac.uk/choose/vocational-qualifications/our-policies/appeals-procedure>

Grounds for Appeal

The grounds upon which you can appeal are based on the contravention of any of the criteria for the assessment centre's approval and where this has resulted in you being treated unfairly.

Some examples of grounds for an appeal:

- Administrative shortcomings - for example, inaccuracy in recording your progress or unreasonable delays
- Inadequate resources - for example, inappropriate or insufficient physical resources, or inexperienced and unqualified staff
- Shortcomings in the conduct of assessment - for example, non-availability of alternative assessment methods or the use of extraneous criteria by your assessor
- Barriers to access - for example, the imposition of unreasonable requirements as a precondition to assessment
- Lack of equal opportunities - for example, discrimination against your age, gender, race or creed, or other contraventions of Marvellous Minds' equal opportunities policy
- If you feel that your assessor has made an unfair judgment or decision about your competence or evidence, you must give clear information about this and relate it to the published standards or the assessment process.

If your appeal is forwarded to the panel of the awarding body, their decision will be final. You will receive notification of any decisions from the Institute of Leadership and Management.

Appeal outcomes

Appeal upheld

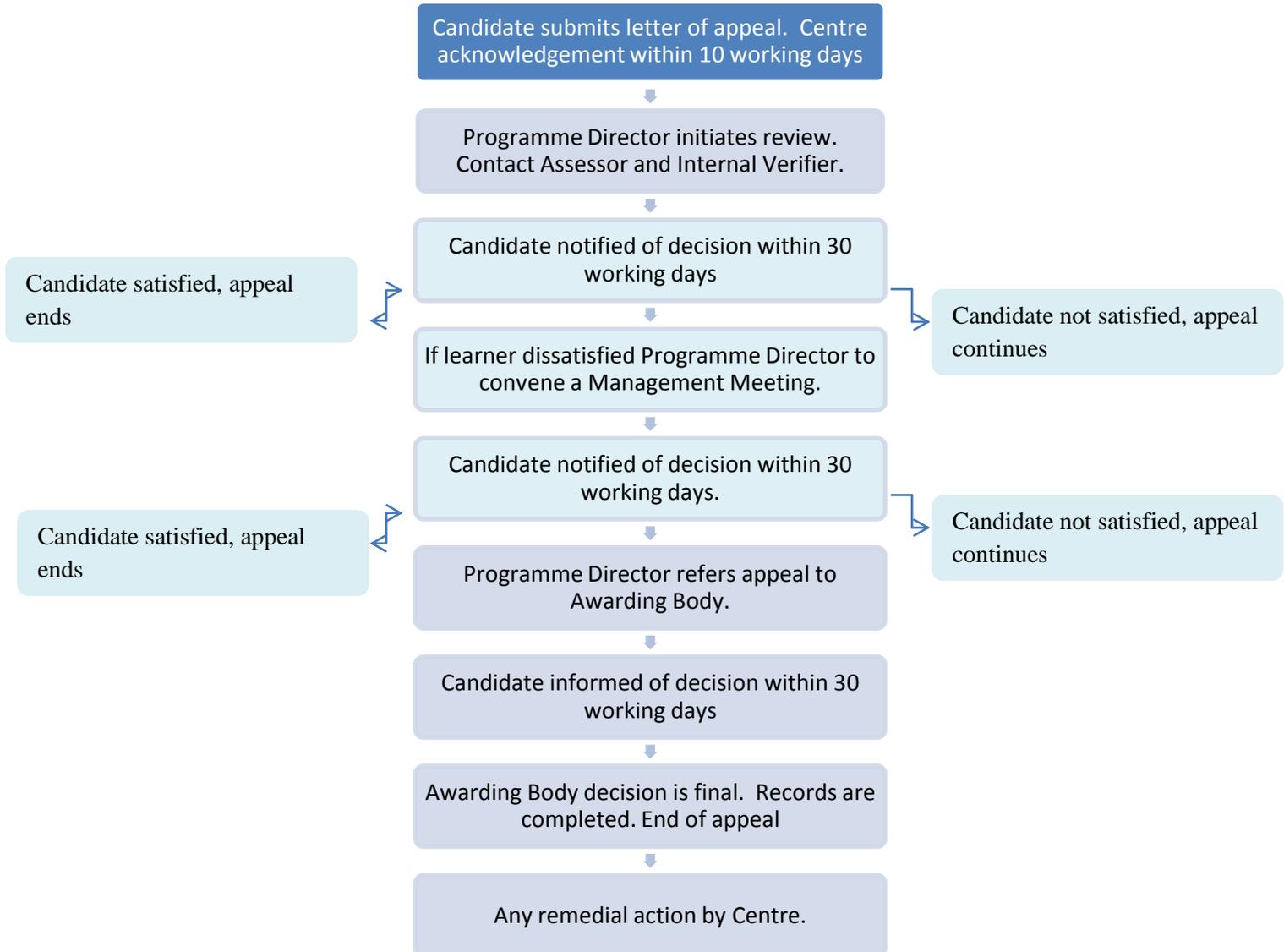
- If your appeal is upheld at any stage during its hearing, you will receive a written apology from Marvellous Minds, if appropriate, your assessment record will be amended. You may be given opportunities for further assessment at no additional cost. Lessons learnt from the decisions will be immediately notified to other assessors and verifiers of Marvellous Minds to prevent similar errors from occurring.
- If your appeal was on the grounds of discrimination, you will receive a written apology and the situation will be immediately rectified to ensure that you have fair access to your chosen vocational qualification. As appropriate, staff will receive a full briefing on the issues, and receive any additional training required to ensure they are fully conversant and supportive of the equal opportunities policy.

Appeal not upheld

- If your appeal is not upheld, you will receive written notice of this with the reason for the decision. The external quality assurer will be provided with all the relevant documentation on your appeal and may review the case as part of his/her monitoring procedures on Marvellous Minds. This will not normally involve conducting re-assessments or speaking with you.

1. <http://www.open.ac.uk/choose/vocational-qualifications/our-policies/appeals-procedure>

A flowchart describing the Appeals Process is given overleaf.



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