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JFC Learner Appeals Procedure

The aim of the procedure is to ensure that appeals from learners are acted upon promptly, investigated and dealt with in a fair and consistent manner; and result in an agreed outcome which is satisfactory to all concerned parties.

The learner may be accompanied or represented by a colleague at any stage. Learners may have grievances regarding: -

- **Access to Assessment**
- **Method of Assessment**
- **Bias in Assessment**

Procedure

Step 1:

The learner should first approach their Key Tutor or Quality Assurer within 5 working days of the grievance arising. Both parties will make every effort to resolve the grievance to their mutual satisfaction within 10 working days.

Step 2:

If the matter is not resolved to the learner's satisfaction, they should contact the Internal Quality Assurer within 10 working days following completion of step 1. The Internal Quality Assurer will set an appointment date with the ,Tutor/Quality Assurer and Learner to meet and resolve the grievance to their mutual satisfaction within 10 working days of the candidate contacting the Internal Quality Assurer.

Step 3:

If the grievance is still unresolved following the completion of step 2, the Internal Quality Assurer will report, in writing, to the Quality Assurance Manager who will set an appointment date for the Internal Quality Assurer, Tutor/ Quality Assurer and Learner to meet and resolve the grievance to their mutual satisfaction within 10 working days of the Internal Quality Assurer's report.

Step 4:

If the grievance is still unresolved following the completion of step 3, the Quality Assurance Manager will take written reports from the Internal Quality Assurance , Tutor/ Quality Assurer and Learner to the Awarding Body. Upon advice from the Awarding Body, the Quality Manager will attempt to resolve the grievance to the satisfaction of all parties. The decision will be final and notified to all parties within 20 working days.

Step 5:

However, if the learner is still not satisfied with the final decision made by JFC Training College regarding their appeal based on the advice from the Awarding Organisation, they can direct their complaint to the relevant awarding organisation.

Furthermore, if the learner is still not satisfied with the final decision made by the relevant Awarding Organisation, they can direct their appeal to the Qualification Regulator, they will make the final dicesion.

Learner Signature.....

Date