

# Learner Appeals Policy and Procedure

## Overall Purpose

Logic Institute is committed to providing learners with a quality service. The policy set out below is designed to ensure that a learner may request a formal appeal to a decision and such requests are dealt with in a fair and consistent way.

The policy applies to assessment, grade, or award decisions, progression decisions, malpractice and misconduct, plagiarism, RPL and admission decisions that a learner feels are unfair.

- not being accepted to be enrolled in any international or local course – for any reason including by transfer from one course to another, the learner is eligible to apply by filling the Appeal Application Form.
- assessment results
- alleged inappropriate behavior relating to honest and integrity

This process of appealing is detailed in the Logic Institute Web site.

The Appeal Application Form can be downloaded from the Web site as well as a hard copy can be collected from the Institute.

The filled form can be either hand delivered to the reception desk or emailed to [appeal@logichd.com](mailto:appeal@logichd.com). The IV Committee oversees the appeals process.

Appeals fall into two categories:

Category A: Those relating to the fairness of the assessment questions, tasks or process (Usually a review)

Category B: Relating to assessment results

## Procedure

Within each category, there are 2 stages:

- Stage 1 deals with reviews, and
- Stage 2 deals with appeals.

### Category A – Reviews and Appeals relating to assessment tasks or processes

#### Stage 1 – Category A Reviews

A candidate wishing to make a challenge relating to Category A should send a written request for a review (by e-mail) to the IV Committee no later than one week after the assessment date. (**Contact details:** Email: [appeal@logichrd.com](mailto:appeal@logichrd.com)), stating the following:

- Identifying the reasons for the review request and provide supporting evidence

- On receipt of the review request, an acknowledgement will be sent to the candidate within 2 working days.

### **Consideration of the Review**

The IV Committee will investigate the matter and communicate the outcome in writing to the candidate. Wherever possible, this will be completed within two weeks of the date the review request was received. Where the outcome of this process indicates a failure in assessment processes that might affect other candidates, the Institute will take steps to correct or mitigate the effect on them as far as possible, and to ensure that such a failure does not occur again.

### **Stage 2 – Category A Appeals**

If the candidate does not agree with the outcome of the review, they have the right to take the process to Stage 2, which would involve independent scrutiny of the case. Candidates must request an appeal by writing to the Confirmation Committee within one week of receiving the review outcome. There is a fee for Stage 2 appeals, which would be refunded if the appeal were successful.

Stage 2 appeals do not re-investigate the circumstances of the original review. An appeal at Stage 2 will only be considered if the appellant can show that the Confirmation Committee did not apply procedures consistently during the original investigation, or that procedures were not followed properly and fairly. The outcome of a Stage 2 appeal will be communicated to the appellant within two weeks of the date the appeal was received.

### **Consideration of the Appeal**

The IV Committee assigns an Appeal Team as follows: Appeals will be considered, and decisions taken, by individuals who have no personal interest in the decision(s) being appealed. Appeal decisions will only be made by persons with appropriate competence. At least one decision-maker involved in this process will be an individual who is not employed by the institute, is not an assessor working for the institute, and is not otherwise connected to the institute.

The Appeal Team review findings and recommended decision is presented to the IV Committee. The IV Coordinator notifies the appellant of the result in writing.

## **Category B – Reviews and Appeals relating to assessment results**

### **Stage 1 – Category B Reviews**

- Candidates requesting a review of their assessment results under Category B must do so within one week of the assessment result release date.
- Candidates should complete the Appeal Application Form giving a reason\* for their request. A separate form must be completed for each unit. The completed form should be sent by e-mail to the Confirmation Committee [appeal@logichrd.com](mailto:appeal@logichrd.com) together with the appropriate fee. Most of the fee is paid to the assessor for the review. A small percentage is retained to help offset administration costs.
- On receipt of the application form, an acknowledgement email will be sent to the candidate within two working days.
- The Institute will return the fee to the candidate if the grade is subsequently changed as a consequence of the review.

\*Reasons such as illness, or something that the candidate believes affected their performance during an assessment, cannot be considered under this policy. If a candidate believes that their performance in an assessment has been affected, they must notify the Assessment Operations Team [info@logichrd.com](mailto:info@logichrd.com) within one

week of the assessment date.

### **Consideration of the Review**

The IV Committee will investigate the review request, which will include:

- Review of the answers against the mark scheme by an assessor not involved in the original marking.
- Remark of any questions where the second assessor believes the original marks allocated were incorrect.
- The IV Committee will communicate the outcome in writing to the candidate. Wherever possible, this will be completed within two weeks from the last date of when the review request can be accepted.
- Where the outcome of this process indicates a failure in assessment processes that might affect other candidates, the institute will take steps to correct or mitigate the effect as far as possible and ensure that such a failure does not re-occur.

### **Stage 2 – Category B Appeals**

- If the candidate does not agree with the outcome of the review, they have the right to take the process to Stage 2, which would involve an independent scrutiny of the case. Candidates must request an appeal by writing to the Confirmation Committee within one week of receiving the review outcome. There is a fee for Stage 2 appeals, which would be refunded if the appeal were successful.
- Stage 2 appeals do not review the content of the candidate's assessment. An appeal at Stage 2 will only be considered if the appellant can show that the Institute did not apply procedures consistently during the original investigation, or that procedures were not followed properly and fairly.
- Stage 2 appeals will scrutinize the assessment processes and procedures to ensure they have been consistently followed.
- If the appeal is successful, the Institute will review the candidate's assessment; however, the original mark may be upheld.
- The outcome of a Stage 2 appeal will be communicated to the appellant within two weeks of the date the appeal was received wherever possible.

### **Consideration of the Appeal**

The IV Committee assigns an Appeal Team as follows: Appeals will be considered, and decisions taken, by individuals who have no personal interest in the decision(s) being appealed. Appeal decisions will only be taken by persons with appropriate competence. At least one decision-maker involved in this process will be an individual who is not employed by Logic Institute, is not an assessor working for the institute, and is not otherwise connected to the institute.

The Appeal Team review findings and recommended decision is presented to the IV Committee.

## **Scope and Responsibilities**

- **Responsibilities**
  - Confirmation Committee
  - Trainers
  - IV Committee
- **Scope of application**

- This procedure applies to the management of the learner appeals process for any type of internal assessments, specifically for Local courses.
- External assessment appeals will be governed by the relevant external authority

## Related Policies

- Assessment & Moderation
- Admission Appeal Policy and Procedure
- Recognition of Prior Learning Policy & Procedures
- Malpractice and Plagiarism Policy
- Credit Accumulation and credit transfer policy

## Relevant Documents

- Appeal Application Form

## Key Dates

This policy will be reviewed every 3 years.

Publication date: 01 July 2019

First approved: 02 January 2019

Next review date: 02 July 2022