

Appeals Policy (Training Courses)

Policy Text

This policy covers instructors/assessors and learners on LANTRA accredited training courses provided by Yorkshire Wildlife Trust (YWT).

See the YWT Appeals Policy for non-training course [Grievance and Appeals procedure](#) (as part of the Staff Handbook).

This overrides the previous Appeals Policy.

Purpose of this Policy

This policy is aimed at any party who wishes to appeal against a product or service delivered by YWT, which includes YWT qualifications and learners who are registered on or have taken a YWT approved qualification or unit. It sets out the process you should follow when submitting appeals to us and the process we will follow in response. The policy is also for use by our staff to ensure they deal with appeals in a consistent and timely manner. It is our aim to always treat each appeal case fairly and consistently.

YWT's Responsibility

It is important that both learners and YWT staff involved in the management, delivery, assessment and quality assurance of our qualifications are fully aware of the contents of this policy. It is also important that learners can easily access this document if they wish to appeal against a decision.

Grounds for Appeal

- The results of internally marked assessments and assignment results.
- Our decision to accept or decline requests for reasonable adjustments or special consideration arrangements.
- Our decisions relating to malpractice or maladministration investigation outcomes.
- Procedural irregularity: Procedures were not followed in accordance with YWT guidelines.
- Perversity of judgement: the decision reached clearly breaches natural justice.
- Administrative irregularity: incorrect advice being given by a responsible staff member, which materially affects the outcome or decision.

Possible Outcomes

For internally marked assessments by YWT, the learner can ask for their examination result to be reviewed. It is always suggested that individuals go through their facilitators initially; these requests are treated as an enquiry about results. YWT will arrange for the

learner's answers to be re-marked. There are a number of possible outcomes from the review of the examination results by YWT:

- The qualification result is upgraded, e.g. the grade is changed from fail to pass. YWT will amend its learner records and send the certificate to the learner.
- The qualification result is downgraded, e.g. the grade is changed from pass to fail. YWT will amend its learner records and request the previous certificate is returned.
- The qualification result is confirmed. YWT will provide a report on the learner's performance.

In all cases the results of the qualification re-mark are communicated to the learner, if the learner disagrees with this decision, then the learner has the right to appeal following YWT's appeals procedure outlined in this policy.

Process for Raising an Appeal

Following the initial decision made by YWT concerning any of the areas stated in the grounds for appeal paragraph, you have 20 working days from the date YWT notified you of the decision of the outcomes to raise an appeal with YWT. An appeal request should be submitted via emailed to YWT at: peat.training@ypppartnership.org.uk.

Appeal Process

1. Stage 1 – All appeals to YWT will be acknowledged within 2 working days and we aim to respond with an outcome decision within 20 working days. YWT will undertake an internal review of the appeal to reach an outcome. In some cases the review process may take longer as further evidence or an investigation may be required. In such instances, we will contact the appellant to inform them of the likely revised timescale. For a Stage 1 appeal there are two possible outcomes:
 - a. The appeal is upheld because the correct processes, procedures and/or policy documents were not followed. YWT will inform all parties in writing of this decision.
 - b. The appeal is rejected because the correct processes, procedures and/or policy documents were followed. If this is the case, YWT will inform all parties in writing of this decision and also inform the appellant details of how to move to a stage 2 appeal with YWT.
2. Stage 2 - Whilst all appeals are normally resolved at Stage 1, if you do not feel the appeal has been satisfactorily resolved, you have the right to take the appeal to Stage 2, whereby the YWT Appeals Panel will consider all evidence and assess whether procedures were followed consistently and applied properly and fairly in line with our policy to arrive at a judgement. For all Stage 2 appeals, a Director/Regional Manager/Team Leader not involved

in the original appeals decision and one independent person (this will not be or will not have been a YWT employee or a YWT External Contractor at any time) and the Chair of the panel, will review the application, supporting documents and any records relating to the original decision. The Appeals Panel review process may involve:

- a. A discussion with the appellant and/or YWT personnel
- b. A request for further information from the appellant and/or YWT personnel

The Appeals Panel's decision is final and YWT will inform you of the outcome within 20 working days of the completion. If circumstances require additional time, YWT will keep you informed about the progress and the likely timescale for resolution. If you still believe that YWT have not followed its appeals procedure correctly you are entitled to raise the matter with either Lantra or the regulatory body Charity Commission for England and Wales.

Right to Contact:

If you have any queries about the contents of this policy or would like to make an appeal, please contact: peat.training@yppartnership.org.uk.

Contact details for Lantra or the regulatory body Charity Commission for England and Wales can be found as part of the **Supplementary Complaints, Complements and Feedback Policy**.

Review Arrangements

YWT will review the policy annually and amendment and review may also be in response to feedback requests or good practice guidance issued by Lanta, to align with their appeals and complaints process.