

GLAS Business Solutions – Appeals Policy

Purpose

This policy sets out the process by which learners and apprentices can appeal against an academic judgement or assessment decision made by GLAS Business Solutions.

The aim of the appeals process is to ensure that decisions are fair, consistent, transparent, and made in accordance with programme regulations and awarding body requirements.

Scope

This policy applies to:

- Learners undertaking GLAS-delivered programmes
- Apprentices undertaking apprenticeship training supported by GLAS

This policy covers appeals relating to:

- Assessment decisions
- Academic judgements
- The conduct of assessment

Appeals relating to complaints are covered separately in the Compliments and Complaints Procedure.

Grounds for Appeal

An appeal may be raised where a learner believes that:

- Assessment procedures have not been applied properly, consistently, or fairly
- An academic judgement was not made in line with programme or awarding body regulations
- The conduct of the assessment disadvantaged them
- The assessment environment negatively affected their performance

Appeals cannot be made simply because a learner disagrees with a grade or outcome.

How to Raise an Appeal

Appeals should be submitted as soon as possible after the assessment decision is known.

Learners should contact the Quality Manager using one of the following methods:

Telephone: 01443 844565

Email: quality@glasbusiness.co.uk

Post: Quality Manager
GLAS Business Solutions
Unit 14, Business Development Centre
Main Avenue, Treforest Industrial Estate
RCT, CF37 5UR



When submitting an appeal, learners should provide:

- Full name and contact details
- A clear description of the appeal
- Relevant dates and times (if known)
- Names of any staff involved
- Copies of any relevant documents
- Details of any extenuating circumstances not previously considered

Support and Accessibility

GLAS Business Solutions is committed to ensuring the appeals process is accessible to all learners.

Learners who require:

- Reasonable adjustments
- Support due to SEND or other needs
- Assistance in submitting an appeal

may request support from the Quality Manager.

Appeals Process and Timescales

- Receipt of an appeal will be acknowledged within 5 working days
- Appeals will be reviewed by an individual or panel independent of the original assessment decision
- Staff involved in the original assessment will not be involved in reviewing the appeal
- A full response will normally be issued within 4 weeks

Where additional time is required, the learner will be informed.

The outcome of the appeal will be confirmed in writing and will explain the reasons for the decision.

This represents the final stage of internal escalation within GLAS Business Solutions.

Appeals Relating to End-Point Assessment (EPA)

End-Point Assessments are conducted and graded by an Independent Assessor working for the relevant End-Point Assessment Organisation (EPAO).

GLAS Business Solutions cannot change EPA grades.

Where an apprentice wishes to appeal an EPA grading decision:

- The Quality Manager can provide guidance on the correct EPAO appeals process
- The appeal will be submitted directly to the EPAO in line with their published procedures

Escalation to Awarding Organisations and Regulators

Where applicable, learners may escalate appeals externally after exhausting internal procedures.

Awarding organisations used by GLAS Business Solutions include:

- Highfield Qualifications (Functional Skills)
- ETC Awards (Diplomas)

If a learner remains dissatisfied after the awarding organisation's process, they may escalate to the relevant regulator:

- Ofqual – England
- Qualifications Wales – Wales
- CCEA Regulation – Northern Ireland
- SQA Accreditation – Scotland

Related Policies

- Compliments and Complaints Procedure
- Assessment Policy
- Equality, Diversity and Inclusion Policy

Document Control

This document is controlled via the GLAS Business Solutions Policy Register.

Review dates, version control and ownership are maintained centrally.

Uncontrolled if printed.