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**LEARNER APPEALS POLICY**

*The persons/group responsible for this document reserve the right to amend this document at any time should the need arise.  All appropriate staff will be informed should this occur.*

**LEARNER APPEALS POLICY**

MFYP Ltd has put in place the following Learner Appeals Procedures in support of all learners on all programmes.

 **Procedures:**

**RIGHT OF APPEAL**

If a learner disagrees with a decision made against him/her on either behavioural or academic matters, he/she has the right to appeal against the decision.  The procedures are as follows:

**1.      Behavioural Matters:**

*Stage 1 - Informal*

*Stage 2 – Formal Reprimand – Suspension by the Head of Learning*

Once the final stage in the set procedure has been reached and the learner is still not satisfied, the learner has the right at this stage to appeal in writing to the Head and subsequently, the Board of Management.  It should be noted that the learner must be advised of this right in writing.

**2.      Academic Matters:**

*Stage 1 – Informal*

1.1    Any learner dissatisfied with the outcome of an assessment should in the first instance discuss the matter with the assessor/teacher within 10 working days of receiving the assessment result.

1.2    If not satisfied the learner may, within 3 working days of the discussion with the assessor/teacher raise the matter with their Programme Leader.

1.3    If the learner is still not satisfied then he/she may, within 3 working days of the discussion with the Programme Leader, formally communicate to the Programme Leader in writing of his/her intention to invoke the Appeals Procedure to the Academic Board.

*Stage 2 – Formal*

2.1    Where a learner disputes the result of an assessment and indicates that he/she may use the Student Appeals Procedure, a Review Panel consisting of the Head of Learning, 1 Senior Teacher and 1 Teacher should be set up to ensure that:

·     Assessment procedures have been correctly followed

·     Re-assessment procedures have been correctly followed

·     Internal Moderation/Verification procedures have been correctly followed.

2.2    Based on the above investigation the Review Panel will either uphold or reject the assessment decision.

2.3    The decision of the Review Panel, which is final, should be conveyed in writing to the Board of Management and to the learner.

\* This guidance was last reviewed September 2013

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