

GROUNDS FOR APPEAL

The following sets out the appeals procedure for Kingdom College Limited. This procedure covers the process for raising appeals against an academic decision that has been made. Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the academic regulations of the awarding bodies then they may appeal to Registry Department via email:

E-mail : info@kingdomcollege.org.uk

LEARNER AWARENESS

During the induction, all learners will be explained about the appeals process, and all learners will be asked to sign the appeals procedure confirmation document to confirm their understanding of the process.

APPEALS PROCESS

Following are the four stages of the appeals process which must be followed by the learner, should they feel that appropriate academic decision was not made:

STAGE 1: INFORMAL APPEAL

- 1.1 If you are unhappy with an assessment decision you should always discuss it first with your assessor. You should be prepared to explain why you think you have met the required assessment criteria, and you should be prepared to listen to your assessor's reasons.
- 1.2 In exceptional circumstances, if you feel very unhappy about discussing the issue with your assessor. You should contact the Centre Manager and raise your concerns with them.
- 1.3 If you are still unhappy with the assessment decision, you may then proceed to stage 2, the formal written appeal.

STAGE 2: FORMAL WRITTEN APPEAL

- 2.1 If you decide to make a formal appeal, you must fill in an appeal form within 10 working days of getting the original assessment decision. You can get an appeal form from your assessor or by contacting the registry either via email or phone.
- 2.2 The written appeal will be sent to the Internal Verifier responsible for the course.
- 2.3 The Internal Verifier will discuss the issue with the assessor concerned, evaluate the evidence, where required will discuss the evidence with you and give a judgement.
- 2.4 The Internal Verifier will notify you of the decision, and the reasons for the decision, in writing and will give a copy to the Assessor.

STAGE 3: APPEALS PANEL

- 3.1 If you are still unhappy after the Internal Verifier's decision, you may make an appeal to the External Verifier at the Awarding Body, the address will be given to you by the registry department.
- 3.2 The External Verifier will consider the evidence and give a judgement. You will be notified in writing of the decision, and the reasons for the decision.

STAGE 4: ESCALATION

4.1 If you are still unhappy after the external Verifier's decision, you may make a final appeal to the Awarding body to escalate the issue academic decision.

TIMESCALE FOR APPEAL RESPONSE – 10 WORKING DAYS

Once the appeal has been investigated, the outcome of the appeal will be shared with the applicant within the 10 working days in the written form via email.

Last Reviewed date: 01-07-2022

Next Review Date: 01-06-2023

Mumtaz Khan

Mumtaz Khan, Managing Director

I have read and fully understand the Appeals Procedure

Candidate Name (print).....

Candidate Signature..... Date.....