

Equido Horsemanship Ltd

Appeals Policy Manual

EQUIDO HORSEMANSHIP LTD

APPEALS POLICY

POLICY STATEMENT

Equido Horsemanship Ltd recognises that all candidates have the right to appeal against any decision made by their assessor. They can do this verbally to the senior assessor on the day or in writing to the senior assessor. It is the aim of the Company to ensure that all appeals are investigated and no student receives less favourable treatment or consideration (either directly or indirectly).

Appeals procedure and possible grounds

Equido Horsemanship Ltd has an obligation to advise you about the procedure and grounds on which you can make an appeal, and to allow all relevant records of appeals to be inspected by its management panel and by the external verifier of the awarding organisations.

If you are unhappy with any aspect of your assessment, you should discuss this initially with your assessor or contact the Equido Horsemanship Centre Manager. Initially, any concern about the assessment can and will be dealt with by the assessor on the day, giving the candidate ample opportunity to voice their concerns. However, if the decision is not agreed with then a one to one meeting will be arranged to discuss why there was a disagreement and try to come to a resolution. This meeting will be carried out on the day or at the earliest convenience of the student.

We aim to solve all problems at this level. If not, you should contact the Equido Horsemanship Ltd Centre Manager to advise that you wish to make an appeal and you must submit your appeal in writing. The appeals procedure has been illustrated on the following page. If this is not satisfactory then we would immediately proceed through the appeals process and allow the candidate to re-sit immediately with a different assessor.

If there is still disagreement then the candidate and assessors should refer to the Internal Verifier. Final decisions will be given in writing within 10 days.

Appeals should be made within six weeks of the date that you first raised the issue with the Equido Horsemanship Ltd Centre Manager.

Details of the appeal – i.e. its nature, persons involved and dates of the discussion and meeting will be recorded as evidence that an appeal has been processed.

If a student is not comfortable with an assessor or with a training centre, they can request to have their course transferred to one of our other training centres and their current status and completion levels will be transferred directly to the other centre.

If a student's complaint has been upheld they will be notified in writing and details of action taken will be listed.

If a student is not satisfied with the outcome of the complaint then they can contact LANTRA directly to voice their concerns.

A student may appeal against a mark, a decision or interpretation of their answer. In the case of misunderstanding their verbal answer given it may be possible to ask the student to sit a written exam instead to prevent any further ambiguity.

The grounds on which you can appeal are based on the contravention of any of the criteria for the assessment centre's approval and where this has resulted in you being treated unfairly.

Here are some examples of grounds for an appeal:

- Administrative shortcomings - for example, inaccuracy in recording your progress or unreasonable delays
- Inadequate resources - for example, inappropriate or insufficient physical resources, or inexperienced and unqualified staff
- Shortcomings in the conduct of assessment - for example, non-availability of alternative assessment methods or the use of extraneous criteria by your assessor
- Barriers to access - for example, the imposition of unreasonable requirements as a precondition to assessment
- Lack of equal opportunities - for example, discrimination against your age, gender, race or creed, or other contraventions of the Equido Horsemanship Ltd's equal opportunities policy
- If you feel that your assessor has made an unfair judgment or decision about your competence or evidence, you must give clear information about this and relate it to the published standards or the assessment process.

If your appeal is forwarded to the panel of the awarding body, their decision will be final. You will receive notification of any decisions from Equido Horsemanship Ltd.

Learner submits letter of appeal. Appeal is acknowledged by Equido Horsemanship within 10 working days.

Equido Horsemanship Ltd Centre Manager instigates review by contacting assessor and internal quality assurer.

Learner notified of outcome within 30 days.

Learner satisfied, end of appeal

Learner not satisfied appeal continues.

Equido Horsemanship Ltd Management Meeting held to review appeal.

Learner notified of decision within 30 days.

Learner satisfied, end of appeal

Learner not satisfied appeal continues.

Equido Horsemanship Ltd Centre Manager refers appeal to Awarding Organisation.

Learner notified of decision within 30 days.

The Awarding Organisations decision is final. Records completed end of appeal.

Appeal outcomes

Appeal upheld

If your appeal is upheld at any stage during its hearing, you will receive a written apology from the centre and, if appropriate, your assessment record will be amended. You may be given opportunities for further assessment at no additional cost. Lessons learnt from the decisions will be immediately notified to other assessors and verifiers of the centre to prevent similar errors from occurring.

If your appeal was on the grounds of discrimination, you will receive a written apology and the situation will be immediately rectified to ensure that you have fair access to your chosen vocational qualification. As appropriate, staff will receive a full briefing on the issues, and receive any additional training required to ensure they are fully conversant and supportive of the equal opportunities policy.

Appeal not upheld

If your appeal is not upheld, you will receive written notice of this with the reason for the decision. The external quality assurer will be provided with all the relevant documentation on your appeal and may review the case as part of his/her monitoring procedures on the centre. This will not normally involve conducting re-assessments or speaking with you.

Guidelines for Assessing Students

Process followed to clarify and resolve any inconsistencies in student evidence.

If the assessor was not satisfied with a result or feels that the student required further time to perfect their knowledge they would make a note of referral for that one area and discuss with the student what their concerns were and how best to correct any mistakes or problems. They would then set a further assessment review on those areas highlighted for a future date mutually agreed by the assessor and the student.

Accuracy of judgements made by Assessor

If the assessor has any concerns about their judgement in any area they would confirm that their markings were in line with the standards required for this element. At all times they would refer to the standards for guidance.

Checking for authenticity of candidate evidence

If the student has been asked to answer written questions then these will be carried out under exam conditions with the assessor acting as an adjudicator. No study notes are allowed in the exam therefore there is no opportunity for the student to copy or refer to text books. All observations and verbal questioning are self explanatory. Any witness statements must be from a trusted and reliable source.

Ensuring that any supporting evidence provided by others is reliable

If necessary the assessor would ask for the statements to be counter signed by the main trainer or they would double check that tasks had been carried out by chatting with the student and asking informally to talk about how they went about this task.