



Appeals Procedure

The purpose of this Appeals Procedure is to ensure that every learner who is not satisfied with the outcome of an assessment decision has the right to appeal against the decision that has been made.

The appeals procedure applies to any learner taking an Active IQ qualification at Vista Education and provides learners with a formal route to appeal against a decision.

Vista Education learners will be assessed against Active IQ's published criteria and by assessors who hold the necessary qualifications to make these assessment decisions.

In addition, Vista Education will ensure that assessors:

- Hold one or more discipline specific qualifications equivalent to the qualification being taught
- Have relevant industry experience
- Demonstrate active involvement in relevant Continued Professional Development during the last two years

All new Vista Education assessors will be given a clear action plan for achieving the appropriate qualification(s) and should be countersigned by an appropriately qualified individual until the qualification(s) are achieved.

Examples of assessment decisions which may be challenged using this procedure:

- Internally assessed worksheets (including, for example, case studies, programme cards, individual and group profiles or consultations)
- Practical assessments (continuous/formative and/or summative)

It is not usually possible to appeal against the result of computer assessed exams unless it can be shown that there has been a factual error or process error.

Process for raising an appeal or complaint about an assessment decision/process
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There are four stages as follows

Stage 1

Should you wish to dispute the outcome of an assessment decision then please speak with your tutor/assessor in the first instance. A discussion with your assessor might help to resolve the concern without the need for further action. All Vista Education tutors and assessors are available to help if you prefer not to speak with your own allocated tutor/assessor.

You should raise your concerns at Stage 1 within 3 days of receiving the assessment decision in question. The tutor/assessor will have a further 2 days in which to attempt to resolve the matter with you.

If you are not satisfied as a result of action taken in Stage 1 then one of our tutor/assessors will support you in raising a formal appeal by moving to Stage 2. This should be done within 2 days of the Stage 1 decision.

Stage 2

Your appeal will be investigated by our Lead Internal Verifier (also known as an IV or IQA).

Our Lead IQA will have a further 5 days to conduct their own investigations.

If you are not satisfied as a result of action taken in Stage 2 then one of our team will support you in moving to Stage 3

Stage 3

Your appeal will be investigated by the Centre Manager at Vista Education

You should take your appeal to Stage 3 within 2 days of receiving the Stage 2 decision.

The Vista Education Centre Manager will have 3 days in which to conduct their investigations and make the final decision.

If you are not satisfied as a result of action taken in Stage 3 then one of our tutor/assessors will support you in moving to Stage 4.

You must have exhausted all previous options (Stages 1,2 and 3) before you can move to Stage 4.

You must notify Vista Education of your intention to move to Stage 4 within 3 days of the result of the Stage 3 decision. You must provide us with this notification in writing (email with a receipt notification or by a signed-for letter).

These timescales are informed by Active IQ who require notification of any appeal by the 20th day after the original assessment decision.

During Stages 2 and 3 Vista Education will address any issues involving a conflict of interest within our team.

Stage 4 (learners studying with Active IQ)

Stage 4 means that your appeal will be taken down an external route with our Awarding Body: Active IQ. In the event of an appeal to Active IQ, Vista Education will lodge an appeal on your behalf. We will follow the procedures laid down in Active IQ's Appeals Policy which can be found here

<https://www.activeiq.co.uk/docs/default-source/pdf/policies-and-procedures-2021/active-iq-appeals-policy-2021-v2.pdf>

Throughout the appeals process Vista Education will comply fully with Active IQ's policy on reasonable adjustments and special considerations available from the Active IQ website.

Appeals against live assessment decisions

Investigating appeals with regard to a live practical assessment is very problematic without the presence of impartial evidence. Therefore, appeals in the context of live observed assessments will only be considered when accompanied by a suitable video recording.

You will be able to arrange a video recording as long as it does not adversely affect the assessment process, allows the assessor to carry their role and does not contravene any venue/organisation rules or regulations.

You (the learner) are responsible for making suitable arrangements to video your assessment, including the provision of all equipment and, if required, a person to undertake the filming.

The only exception to above is where your complaint/appeal relates to the conduct of the Assessor or the way in which the assessment was administered/organised – as opposed to the decision itself. You may wish to use a second camera to record the conduct of the Assessor during your practical.

Complaints

Please see the Vista Education Complaints Procedure

Fees

Vista Education does not believe that any learner should suffer a financial penalty should they wish to make an appeal.

However, Vista Education reserves the right to charge a nominal administrative fee of £25 for handling an appeal that progress beyond stage 2. PLEASE NOTE: If the appeal is upheld, the fee will be refunded.

No fees will be charged for complaints.

Policy Review: this policy will be reviewed annually as a minimum.

Responsible Person: Sue Ward

Created: October 2021

Date of next review: August 2025