



Appeals Policy & Procedures

Policy Statement

'Plane Training is committed to challenging discrimination and promoting social inclusion and equality of opportunity. We reconfirm a commitment to equality of opportunity and avoidance of discrimination with all groups covered under the Equality Act of 2010 but also aim to include actual or potential learners who may be, or feel, disenfranchised from a process/situation by other factors.

All learners have the right to challenge the outcomes of their assessment decisions if they consider the assessment has not been carried out properly.

This appeals policy is made available to all learners upon request, but it is also available on our website.

Learners might appeal on a variety of issues.

These issues may include the following:

- Conduct of the assessment
- Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements
- The opportunities offered in order to demonstrate competence of attainment
- Access to assessment
- Process of assessment
- The handling of an appeal
- Administrative issues e.g., failure to register/apply for certification

Statement of Principle

This policy is in place to enable 'Plane Training's learners to enquire, question or appeal against an assessment decision. 'Plane Training will aim to reach an agreement with a learner at the earliest opportunity, regarding any appeals that are made.

'Plane Training will ensure that:

- Internal assessments are conducted by members of 'Plane Training's staff who have appropriate knowledge, understanding and skills in this area.
- Assessment evidence provided by learners is produced and authenticated according to the requirements for the subject concerned.
- The consistency of internal assessment will be maintained by internal verification and standardisation.

Step by step procedure:

If a learner wishes to appeal, the appeal must be lodged in writing with the relevant Appeals Policy – shown below – following the three steps listed here:

Step 1

- An appeal must be made by the learner within 7 days of receiving feedback on an assessment. There will then be an initial discussion between instructor/IQA - Internal Quality Assurer and the learner.
- The discussion must take place within 7 days of the request with the notes of the discussion maintained by the IQA - Internal Quality Assurer.
- Issues that cannot be resolved, should move to Step 2.

Step 2

- The learner must complete the Appeal Against an Assessment Form (shown below) and submit it to the IQA - Internal Quality Assurer within 7 days of the informal discussion.
- The IQA - Internal Quality Assurer will review the assessments, notes and any other relevant information arising from the informal discussion.

- The IQA - Internal Quality Assurer will complete second part of the Appeals Form and respond to the learner and the instructor within 7 days of the appeal.
- The learner will be requested to acknowledge the recommended outcome. If they consider the matter resolved, no further action is required, if not, the learner should initiate Step 3.

Step 3

- The regulator (DfT) will be notified of the appeals regarding any DfT mandated training course.
- The learner must appeal to the CAA at the following address:

Civil Aviation Authority
CAA House 45-59
Kingsway
London
WC2B 6TE



APPEAL FORM

Name of Learner:
Syllabus/Course:
Assessment Details:
Please state the grounds for appeal:
Learner Declaration: I confirm that I understand the purpose of the appeal will be able to decide whether the process used for the specified assessment followed CAA requirements. I also understand the appeal may only be made against the marking/ assessment process.
Learner's Signature and Date:
IQA's Name:
Summary of information obtained:
Appeal Outcome:
Next Steps:
IQA's Signature and Date:
Learner report: I have received the details of the investigation and outcome of the appeal. Please tick the relevant statement: I accept the recommended outcome of appeal <input type="checkbox"/> I wish to appeal to the CAA <input type="checkbox"/>
Learner's Signature and Date: