

## **Skills4Stem Appeals and Results Policy**

Learners have a right of appeal against academic decisions and recommendations made by Awarding Bodies (ILM) that affect their academic progress. This policy sets out the grounds of appeal permitted and the mechanisms by which that right can be exercised. This policy also sets out the grounds on which an academic appeal is not permissible.

Complaints relating to the quality of course delivery – teaching or supervision, course materials or other circumstance that relates to the delivery of a programme of learning/study before the point of assessment or the submission of coursework are not subject to this policy. Such issues should be raised under the Skills4Stem Complaints Policy, available from Module Leaders or directly from Skills4Stem.

If you wish to make an Appeal, the following process must be followed:

### **1. Grounds for Appeal**

Appeals may be made against a range of issues relating to ILM qualifications and assessment:

- Results of assessments – decisions made by Skills4Stem and/or ILM
- Assessment marking – where the result is undisputed and only the percentage mark is questioned – carried out by Skills4Stem and/or ILM. This does not include arithmetical errors in marking, which fall under the Complaints Policy.
- ILM's decision to decline a centre's request for reasonable adjustments, special considerations and/or use of language (other than English)
- Skills4Stem's or ILM's actions to be taken following an investigation into malpractice, maladministration, plagiarism and/or cheating
- The degree of match to ILM units/qualifications identified by an ILM mapping or a RPL exercise

Appeals can be made regarding the results of:

- ILM qualifications assessed by the centre – VRQs, NVQs or SVQs
- ILM assessment delivery services (i.e. ILMA and FAMP)
- Core training or product licensing assessment for ILM External Verifiers
- Endorsed or development programmes
- Examinations or tests

### **2. Out of scope for appeal**

There are some issues which Skills4Stem and ILM will not investigate – essentially anything:

- Submitted to Skills4Stem more than 30 working days after the date on which the centre notified the learner of the result of their internal procedure, or after completion of an internal appeals procedure.
- That took place before ILM received the learner's registration

- That is or should be dealt with under an employer's disciplinary or grievance procedures
- Involving another awarding organisation
- Involving points of law

Skills4Stem have a Complaints Policy for any issues regarding course delivery.

### **3. How to Appeal**

All Appeals in relation to assessment results or findings in relation to investigations must be made in writing within 30 days of receipt of the outcome of assessment or investigation.

Appeals lodged after the 30 day period will not be considered.

### **4. Who to Appeal to**

In the first instance, Appeals must be submitted in writing to The Managing Director, Skills4Stem Ltd either by post to

Skills4Stem Ltd

38 Mill Street

Bedford MK40 3HD

Or by email to [info@skills4stem.co.uk](mailto:info@skills4stem.co.uk)

Skills4Stem will consider all appeals directly in the first instance. Escalation to ILM will only take place where Skills4Stem cannot resolve the appeal internally. Advice may be sought from ILM and independent bodies where relevant. Whilst face to face or telephone interviews may take place as part of the appeals process, Skills4Stem will document all activity, investigation and findings. This documentation will be made available to the appellant and retained on record by Skills4Stem.

### **5. Skills4Stem response time**

Skills4Stem will respond in writing to all Appeals within 25 working days. All Appeals will be dealt with by the Skills4Stem Senior Management Team in the first instance. If this is not possible or there is a conflict of interest (for example, if the Appeal is against an investigation conducted by a Skills4Stem member of staff), Skills4Stem will make every endeavour to find an impartial and independent reviewer or establish a formal Appeals Panel.

### **6. Appeals Panels and Investigations**

If required, appellants may be invited to interview by Skills4Stem or its designated representatives. Appellants will be given a minimum of 5 working days notice should such be required.

### **7. Outcome notification**

All Appeals will be responded to in writing.

### **8. Skills4Stem records**

Skills4Stem will keep on file for 24 months the evidence, notes and findings together with any other documentation of all Appeals.