

Review arrangements

IWFM will review the policy annually and revise it as and when necessary in response to customer and learner feedback, changes in operational practice, actions from the Regulatory Authorities or external agencies or changes in legislation.

‘Regulatory Authorities’ refer to, either individually or jointly; IWFM Awarding Organisation, Ofqual, SQA Accreditation, Qualifications Wales and CCEA Regulation in Northern Ireland.

Fees

IWFM reserves the right to charge a discretionary fee to a learner to cover the administrative and personnel costs involved in reviewing appeals.

Areas covered by the policy

This policy covers:

- Appeals from learners in relation to an assessment or moderation result/decision on the basis that IWFM Direct did not apply procedures consistently or procedures were not followed properly and fairly.
- Appeals from a learner relating to a IWFM Direct decision to decline a request to make reasonable adjustments or give special considerations.
- Appeals from a learner relating to a decision made by IWFM Direct following an investigation into a complaint about the centre.

Process for raising an appeal

A learner has twenty working days from the date of notification of a IWFM decision in which to lodge an appeal against the decision, this includes assessment results; therefore it is important that all course evidence is retained until the final result has been confirmed.

To submit an appeal a learner must complete the Appeals form and supply relevant supporting information such as the following where relevant:

- learner’s name and IWFM membership number
- date(s) the learner received notification of a decision
- title and number of the IWFM qualification affected or nature of service affected
- full nature of the appeal
- full details and outcome of any investigation carried out by the centre or the learner relating to the issue

Appeals Policy

Situations brought to IWFM attention by Regulatory Authorities

Where a Regulatory Authority notifies IWFM of failures that have been discovered in the assessment process of another awarding organisation, IWFM will review whether a similar failure could affect its own assessment processes and arrangements.

Appeal review

IWFM will acknowledge receipt of the appeal within two working days and aim to respond fully within twenty working days. Please note that in some cases the review processes may take longer, for example, if a visit is required. In such instances, IWFM will contact all parties concerned to inform them of the likely revised timescale.

The IWFM Direct nominated person will undertake an initial informal review to ensure the form is complete and to ascertain if the issue can be resolved without the need for a formal appeal review.

Following the initial review, IWFM will write to the appellant with details of the decision to either:

1. amend the original decision in light of the new rationale/evidence being put forward and which has now been reviewed, or
2. confirm IWFM Direct stands by its original decision and in doing so the rationale for this decision and requests that the appellant confirms, in writing, within fourteen working days, acceptance of this decision or for IWFM to proceed with a formal appeal, the process of which will be carried out by the IWFM Awarding Organisation or an independent party.

Non receipt of letter confirmation or appeal within fourteen working days will be taken as a sign of acceptance.

Successful appeals and/or issues brought to IWFM's attention by the Regulatory Authorities

In situations where an appeal has been successful, or where an investigation following notification from the regulatory authorities indicates a failure in the IWFM processes, we will give due consideration to the outcome and will take appropriate actions such as:

- amend the profile record concerned
- identify any other learners who may have been affected and amend the results for the learner(s) affected following an appropriate investigation
- correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure
- review the associated processes and policies to ensure that the failure does not occur again or mitigate the situation as far as possible if the failure that occurred cannot be corrected

IWFM Direct will co-operate with any follow-up investigations required by the regulatory authorities and if appropriate agree any remedial action with them.

Appeals Policy

How will IWFM use the data

For information on how IWFM uses data and the learner's rights in relation to this, please see our privacy policy <https://www.IWFM.org.uk/privacy>

Contact us

Any queries about the contents of this document please contact:

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Appeals Policy

Appendix – Appeals Form

This form is to be used to raise an enquiry or appeal against an IWFM decision.

Centre No: 25424.001

Centre Name: IWFM Direct

Learner No: Click or tap here to enter text.

Learner Name: Click or tap here to enter text.

Qualification Title: Click or tap here to enter text.

Please provide details of your appeal:

Click or tap here to enter text.

Please provide details of supporting evidence:

Click or tap here to enter text.

To be completed by the person submitting this form:

Learner

Name: Click or tap here to enter text.

Signature: Click or tap here to enter text.

Telephone No: Click or tap here to enter text.

Email Address: Click or tap here to enter text.

Centre (IWFM Direct to complete)

Name: Click or tap here to enter text.

Signature: Click or tap here to enter text.

Date: Click or tap here to enter text.

Position in Centre: Click or tap here to enter text.

Telephone No: Click or tap here to enter text.

Email Address: Click or tap here to enter text.