

Appeals Policy

Aims of the Policy

The aims of this policy are:

- To ensure that candidates understand their rights regarding appeals, and the procedure for appealing assessment results and decisions made by SignUp BSL.
- To ensure that SignUp BSL staff, both employed and freelance, understand candidates' rights regarding appeals, and the procedure for appealing assessment results and decisions made by SignUp BSL.

Where there is a problem concerning a decision made by SignUp BSL, it will be dealt with following the Appeals Policy. A problem concerning a service provided by SignUp BSL will be dealt with using the Complaints Policy.

This policy covers the following categories of appeal:

- Assessment Results
- SignUp BSL's decision not to appeal an assessment result
- SignUp BSL's decision not to submit a candidate for assessment or reassessment
- SignUp BSL's decision relating to any action to be taken following an investigation into a complaint or a breach of the Learner Agreement

Assessment Results

SignUp BSL is an approved centre for Signature British Sign Language qualifications. All assessments will be carried out in accordance with Signature's policies and will be assessed by a Signature assessor.

Signature do not accept appeals of assessment results directly from candidates; appeals must be submitted by SignUp BSL as a Request for Investigation upon Results. Signature's Appeals Policy for approved centres is available here:

http://www.signature.org.uk/documents/deliver/document_library/appeals_procedure.pdf

SignUp BSL will consider requests for an appeal when:

1. The tutor recommends that a result should be appealed, or
2. The candidate wishes to appeal a result

In accordance with Signature's Appeals Policy, a request for an Administration Check or Re-mark must be submitted to Signature within 8 weeks of Signature issuing the original results.

Candidates wishing to request an appeal must do so in writing or by video letter to SignUp BSL within two weeks of receiving the result. Requests can be sent by email to info@signupbsl.co.uk, or by post to:

SignUp BSL
14 Oakfield Street
Exeter
EX1 2QT

Candidates will be required to cover the cost of the appeal, unless SignUp BSL agrees otherwise in writing. Costs will be explained to the candidate before a Request for Investigation upon Results is submitted to Signature.

Decision not to appeal an assessment result

SignUp BSL retains the right to refuse a request to appeal an assessment result, on the advice of the Lead Tutor. There is no right to appeal SignUp BSL's decision not to appeal an assessment result.

Decision not to submit a candidate for assessment

As a Signature approved centre, SignUp BSL is required to ensure that candidates are sufficiently prepared before submitting them for assessment. There is no right to appeal SignUp BSL's decision not to submit a candidate for an assessment.

Further information about assessments can be found in the Assessments Policy.

Decision relating to any action to be taken following an investigation into a complaint or a breach of the Learner Agreement

A candidate must have viable grounds for appeal, such as:

- SignUp BSL has not followed published policies or procedures
- New evidence has come to light which could change the decision
- Reasonable belief that action taken is not proportionate to the candidate's actions
- Reasonable belief that the action taken is in breach of Signature's Terms and Conditions of Centre Approval

Signature's Terms and Conditions of Centre Approval are available here:

http://www.signature.org.uk/docs/terms_and_conditions/Centre_Approval.pdf

Appeals must be made in writing or by video letter within two weeks of SignUp BSL informing the candidate of the outcome of the investigation.

Appeals will be considered by the Lead Tutor, or by the Business Manager where the original decision was made by the Lead Tutor.

Policy Version Control

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