

QUALITY MANAGEMENT SYSTEM

APPEALS POLICY & PROCEDURE

Policy Code	5.10	Effective Date	
Review date		Version Number	Ver01
Approved By	Name	Signature	Date

Instances of
appeal

Learners are entitled to appeal against the assessment decision if the assessment practices did not correspond with the agreed assessment plan and did not follow the assessment procedures of Learnex Gratia. The learner will be required to complete an application for appeal as stipulated in the appeals procedure

The application will be analysed by the training department, forward the application to a moderator.

The moderator will investigate and address the appeals directly.

Appeals
Procedures

This procedure is for all learners registered for the learning programme with **Learnex Gratia** and relates directly to an assessment dispute. It will be applicable in the following situations:

- Any learner who disagrees with the assessment decision.
- Any learner who disagrees with the assessment procedures.

This procedure enhances the principles of the credibility, fairness and transparency of the assessment process.

The procedures to be followed are:

- Step 1 Discuss the issue with the facilitator/assessor.
Try to find a solution to the problem.
- Step 2 If there is still disagreement, the learner must
complete the appeals application and submit
this to the internal moderator within two weeks
of the assessment.
- Step 3 The internal moderator will conduct an
investigation and meet with both parties.
A decision will be taken by the internal
moderator, who will provide both parties with a
report within four weeks.
- Step 4 If the candidate is still unhappy about the
outcome he/she should refer the matter to the
Head of Department
- If the issue is still unresolved the candidate can
refer the issue to the ETQA at MICT SETA

Appeals Application

APPEALS POLICY

It is **Learnex Gratia** policy that we ensure validity and credibility of all our activities. It is therefore part of our Quality Management System that a learner may lodge an appeal against a decision made by **Learnex Gratia**, assessing or moderating the competency of a learner.

This policy applies to all learners, who feel negatively prejudiced by the outcome or judgment awarded by the organization (**Learnex Gratia**). The Learner would therefore be within its' rights to lodge an appeal.

RATIONALE

While it is acknowledged that different policies affecting different aspects of the organisation have been developed, it is also acknowledged that not all decisions taken by the organisation, which include the approval of MICT SETA, the certification of competency of learners against registered unit standards and/or qualifications, will be to the satisfaction of the learners. It is also noted that appeals may highlight loopholes in the quality management systems and thus can be a positive contributing factor to the functions of the organisation and assist in sustaining a quality culture at **Learnex Gratia**.

APPEALS COMMITTEE

Head of Department together with the appointed staff shall be responsible for recommending the formation of an Appeals Committee from its members, whose function shall be the handling of all appeals brought before the organisation (**Learnex Gratia**).

APPEALS PROCESS/PROCEDURE

PROCEDURE

Name of Learner		Date of Application:
Venue of Assessment		Date of Assessment:
Name of Assessor		

Unit Standard against which you were assessed:	Title:	NQF Level:
	Number:	Credits:
What was the purpose of the assessment?		
Explain how you were assessed:		
List the reasons why you disagree with the assessment decisions.		

<p>Which one of the following options could resolve the matter?</p>	<p><input type="checkbox"/> Another Assessor</p> <p><input type="checkbox"/> Different Assessment Instrument</p> <p><input type="checkbox"/> Different Assessment Method</p> <p><input type="checkbox"/> Different Venue for Assessment</p> <p><input type="checkbox"/> Different Time</p>
<p>List any special needs you might have:</p>	
<p>Signature of Learner:</p>	<p style="text-align: right;">Date:</p>
<p>Signature of Assessor:</p>	
<p>Signature of Moderator:</p>	
<p>Signature of External Moderator:</p>	