



**Learning  
Resource Network**

# **LEARNING RESOURCE NETWORK**

**POLICY AND PROCEDURE: ENQUIRIES  
AND APPEALS**

**APPEALS FORM (AP1)**

## 1. Candidates' appeals process

Should a candidate wish to appeal their assessment decision or other decision affecting the candidates, they must submit their appeal, in writing, to the Quality Assurance Manager within 14 working days of being notified of the assessment outcome. This would usually be the date given on the decision letter/e-mail.

If the appeal relates to another decision, the candidate must notify the Policy Director as soon as is practical. The Quality Assurance Manager has the discretion to consider and allow late requests where the candidate is able to demonstrate a good reason for the delay.

Within the request, the candidate must provide:

- their full name and date of birth
- their address
- their LRN registration number
- the date of the exam (not relevant for non assessment based appeals)
- the centre number and centre name (if applicable)
- the grounds on which the appeal is being made

## 2. Stages of the appeal process

1. The Quality Assurance Manager will respond to the candidate in order to acknowledge receipt of the appeal within 5 working days;
2. **Stage One:** A complete review of the candidate's test results will be carried out and which will include a review of the candidate's scores for each of the units (where applicable) and a determination as to whether the marking scheme has been followed in full;
3. If the appeal relates to a non assessment based decision, the review will focus on the reason for the appeal, and where, if applicable, LRN's policy has been infringed;
4. In the case of point 3, applicants are required to submit supporting information, such as feedback received from LRN or other written information, which will assist LRN in arriving at its decision;
5. Candidates will be notified in writing within 10 working days of having carried out stage 1 of the appeals process;
6. If the candidate is dissatisfied with the outcome of stage 1 they can appeal this decision at which time stage 2 of the appeals process will be invoked;
7. **Stage Two:** An independent review (Appeals Panel) of the candidate's entire script, which includes a review of the candidate's test results, will be carried out;
8. If the appeal relates to a non assessment based decision, the review will be carried out by an independent member;<sup>1</sup>
9. The candidate will be notified of the outcome of the independent review within 10 working days;
10. The decision of the independent review is final and is not subject to further appeal.

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<sup>1</sup> We acknowledge the independent member will not have any day to day contact with LRN, its qualifications or units, including assessment.

Candidates should note that any appeal may result in an increase, decrease or no change to their overall test result.

### **3. Grounds for submitting an appeal**

The following section includes advice for centres as to the grounds for submitting an appeal. Please note a candidate or centre's dissatisfaction with the pass result, in itself, is not a reason for lodging an appeal. The candidate must demonstrate there were reasons for their performance which may have resulted in their inability to meet the standard for the examination.

#### **Sufficient grounds for lodging an appeal:**

- Incorrect source material had been provided by the centre and upon which the candidate had placed a significant amount of reliance in terms of accuracy and veracity;
- Incorrect application of the mark scheme (internally marked assignments only);

#### **Insufficient grounds for lodging an appeal:**

- Disagreement with the marks applied on an assignment;
- Poor performance demonstrated on the day (by the candidate);
- Lateness through to travel delays;
- Loss of material included within portfolios.

### **4. Discovery of errors following publication of results**

Where an appeal calls into question the integrity of LRN's units or qualifications (accredited or otherwise), resulting in an amendment to candidate's examination script, the candidate's record will be amended and an amended qualification certificate will be issued. In the unlikely event of an individual appeal inferring that a more widespread error has occurred, we will initiate a full independent review of test results that may have been affected.

Any candidate whose result is changed following this review will be informed in writing and an amended qualification certificate will be issued. It should be noted that prior to releasing candidate results, LRN ensures the test results are moderated in advance, therefore the likelihood of an error is minor but we accept the need for and will ensure the requirements laid out in this policy are followed.

### **5. Follow up investigation**

In the event of any follow up investigation by the qualifications regulators', LRN will work closely and cooperate fully with the investigation and will agree with any necessary remedial action with the qualifications regulators'.

### **6. Review of internal processes and procedures**

Where an appeal leads us to conclude there has been an error in how the test was administered or in a breakdown of how we adhere to the statutory regulation of external qualifications, LRN will initiate a full review of its systems and procedures. The outcome of which will be included within the annual statement of compliance and any remedial action required will be noted within an action plan.

## 7. Fees

Candidates will be charged £150 which must be paid at the time of their submitting the appeal. The basis of this fee is to cover the administration processes and staffing involved in the appeals process. The fee has been kept to a minimum in order to prevent acting as a deterrent to candidates. The fee will be refunded to candidates in the event of an appeal being upheld.

Centres will be charged £150 which must be paid at the time of the centre submitting its appeal to LRN. The basis of this fee is to cover the administration processes and staffing involved in managing the centre appeals process. The fee has been kept to a minimum in order to prevent acting as a deterrent to candidates. The fee will be refunded to centres in the event of an appeal being upheld.

## 8. Enquiries procedure

Should centres wish to enquire about LRN's systems, processes, procedures, or should they wish to seek information on assessment decisions affecting candidates at their centre, they are to contact LRN through the established communication channels such as:

- Phone: 0207 859 4223
- E-mail: enquiries@LRNglobal.org
- Post: Learning Resource Network, Examinations Unit, Unit 211, Burford Business Centre, 11 Burford Road, London, E15 2ST

## 9. Centre enquiry and appeals procedure

Should a centre wish to enquire or appeal about a decision which they feel affects them negatively, they are required to follow the outlined procedure below:

1. Centres should initially make contact with the Quality Assurance Manager to determine if there has been a misunderstanding in how LRN policy has been interpreted;
2. Where a centre feels there are grounds for appeal, they must present their concerns in writing to the Quality Assurance Manager;
3. The Quality Assurance Manager will acknowledge receipt of the centre's appeal, in writing, within 5 working days;
4. The reasons for the centre's appeal will be investigated by a member of the senior management team (HR and Policy Director);
5. The outcome of the review will be communicated to the centre within 14 working days;
6. Should the centre wish to appeal the outcome of the initial review, they can contact the HR and Policy Director who will appoint an independent reviewer<sup>2</sup> (LRN's Appeals Panel) in order to seek a review of the reasons for the appeal and the initial response<sup>3</sup>
7. The centre will be informed of the decision within 10 working days;
8. The decision of the Appeals Panel will be deemed final and not subject to further appeal.

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<sup>2</sup> We acknowledge the independent member will not have any day to day contact with LRN, its qualifications or units, including assessment.

<sup>3</sup> The Appeals Panel reserves the right to seek additional information or to extend the timescales for responding to the centre – in both cases, the centre will be informed in writing.

## LRN Appeals Form (AP1)

Candidates (or nominated centre representatives) are required to complete the information below in order to allow LRN to consider whether they have a valid appeal.

<b>Name of Candidate</b>	
<b>Candidate Reg Number</b>	
<b>Centre Name</b>	
<b>Centre Number</b>	
<b>Date of Exam</b>	

### Personal information (candidate)

<b>Candidate Address</b>	
<b>Candidate Date of Birth</b>	

Reasons for submitting the appeal (please ensure you read the appeals policy to determine whether there are sufficient grounds for submitting the appeal)

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### Supporting evidence for the appeal being made

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**LRN Admin (to be completed by LRN only)**

<b>Date appeal form submitted to LRN</b>	
<b>First Stage feedback</b>	
<b>Second stage feedback (if required)</b>	
<b>Further comment</b>	