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# POLICY DOCUMENT

**Policy Title:** Appeals and Procedure

**Policy Number:** 02

**Effective From:** 18<sup>th</sup> November 2024

**Review Date:** 18<sup>th</sup> November January 2026

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## DUTY OF MEDCARE247

MedCare247 is responsible for ensuring that all apprentices and learners understand and have access to a clear, responsive appeals process. A designated **Quality Assurance Lead** oversees the Appeals Policy, and all learners will be informed of this individual during induction.

Assessment of learner evidence against specified Assessment Criteria is conducted professionally, with assessors providing constructive feedback during assessment sessions.

If a learner disagrees with an assessment decision or a proposed assessment plan, they are expected to explain the basis for the disagreement to the assessor during the feedback session. Assessors must clearly outline why criteria were not met or explain the rationale for the proposed assessment plan. This form of discussion or clarification **does not** constitute a formal appeal.

If the disagreement remains unresolved after this initial discussion, both the assessor and the apprentice/learner should promptly seek guidance from the MedCare247 Quality Assurance Lead. If the issue still cannot be resolved, the formal Appeals Procedure must be followed.

Appeals received contribute to MedCare247's internal quality assurance processes, enabling the Quality Assurance Lead to monitor and improve assessment standards as needed.

All formal appeals will be recorded and made available to representatives of the Awarding Organisation and/or the Regulatory Body.

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# FORMAL APPEALS PROCEDURE

If, after discussing the issue informally with the Quality Assurance Lead, the apprentice/learner wishes to raise a formal appeal, they must submit the appeal **in writing** to the Quality Assurance Lead within **10 working days** of receiving the original assessment feedback. The Quality Assurance Lead will then record the appeal in the **Appeals Log**.

Learners may appeal on the following grounds:

- **Assessment Plan:** If they disagree with the proposed methods, location, timing, or criteria for assessment.
- **Assessment Process:** If the conducted assessment differed from what was agreed in the assessment plan, or if the learner believes the assessment was not fair.
- **Assessment Decision:** If they believe the assessor's judgment was biased or unfair.

Upon receipt of the written appeal, the Quality Assurance Lead will seek a negotiated resolution between the relevant assessor and the learner.

If no agreement can be reached, an **Appeals Panel** will be convened.

The Appeals Panel will:

- Consist of qualified assessors who were not involved in the original assessment.
- Meet within **15 working days** of the formal appeal being submitted.
- Review full written accounts from both the original assessor and the apprentice/learner.

The Appeals Panel may decide on one of the following outcomes:

- Confirmation of the original assessment decision.
- A re-assessment by an independent assessor.
- A decision that sufficient evidence has already been provided to meet the criteria.
- An opportunity for the learner to re-submit evidence within a revised and agreed timeframe.

The Panel's written decision will be issued to the learner within **five working days** of the meeting and will be logged in the Appeals Log.

The Appeals Log will remain accessible to representatives of the Awarding Organisation and/or the Regulatory Body.

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If, after the Appeals Panel decision, the apprentice/learner remains dissatisfied and the full MedCare247 internal appeals procedure has been exhausted, they may contact the Awarding Organisation (where applicable). This step should only be taken once all internal stages have been fully completed.