

References: <https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>

YOUTHFORCE FAIR ASSESSMENT STATEMENT AND APPEALS PROCEDURE

Introduction

1. This policy covers the arrangements for fair assessment for any learners taking a course with Youthforce. It is not limited to particular courses or awarding bodies. Youthforce is committed to ensuring every candidate is given the opportunity to have access to fair assessment. This policy will be subject to an annual review, may be amended following feedback for learners, tutors or external bodies and will be posted on the [Youthforce website](#).

Policy

Youthforce will ensure every learner will be assessed fairly on any course they take. This means:

2. The assessment will be a test of what the learner knows, what they understand and what they are able to do.
3. For any particular course being taken, every learner will be assessed using the same overall set of exercises and criteria.
4. Assessments will be standardised across different tutors and cohorts to ensure that all students have been judged against the same standards. This will occur during whole organisation meetings where standardisation is a constant on the agenda and will be recorded in the meeting's minutes.
5. Youthforce will aim to ensure the widest possible diversity of learners can access the content and assessment of our courses and qualifications.
6. Entry requirements of Youthforce courses will not be unfair or unnecessary and will be appropriate to the knowledge and skills specified for achievement.
7. Should there be unavoidable entry barriers, e.g. government rules or regulations, Youthforce will make these clear to learners and if possible signpost these learner to an alternative.
8. The language that Youthforce use in course materials will be clear, free from any bias, relevant and appropriate to the target learners. The materials will be written in plain English.
9. Conduct of all assessment will be carried out in a fair and objective manner.

Appeals

10. For appeals against assessment decisions, the following process should be followed:
 - a. The learner makes a complaint/appeal to the tutor/assessor either verbally or in writing. The tutor/assessor will reply within 5 working days if not instantly. Alternatively the learner is given the option to contact Youthforce direct; however the matter should try to be resolved in this initial instance with the tutor/assessor. If this is not possible then the assessor will take the matter to the Internal Verifier (IV) or what is now called the IQA.
 - b. The IQA will investigate and assess the complaint/appeal and give a decision in writing. The IQA will make every effort to make a satisfactory response to the complaint/appeal in 5 working days and no more than 14 working days.
 - c. Should the learner remain dissatisfied with the outcome, the IQA is responsible for bringing the issue to an appeals committee. The appeals committee will consist of the Head of Training and tutors/assessors.
 - d. Should the learner be dissatisfied with the outcome, he/she has the right to take their appeal to the awarding body organisation. This must be done within 20 working days of decisions being communicated.

11. Youthforce is committed to ensuring that the assessment process is transparent, fair and just for all learners. All learners have the right to question or appeal any assessment decision. They may appeal against an assessment decision on the grounds of:
 - a) Being treated unfairly
 - b) They feel the assessment decision was wrong or invalid
 - c) They feel the assessment process was unfair or wrongly carried out
 - d) They feel the assessment or teaching methods were inappropriate
 - e) They feel the assessment process was unreliable or inconsistent
 - f) They feel the course work and content delivered did not meet published course outline

12. A copy of this policy will be publicly displayed. Written records will be kept of all appeals. At any stage of an appeal any learner can seek the support of an advocate or friend to assist them to deal with their appeal.

13. Should a learner be dissatisfied or unhappy regarding the outcome of their appeal they can take their appeal to Ofqual. However this should only be final stage as Ofqual would not normally follow up on appeals unless the learner has followed the organisation's appeal process first. Please find contact details for Ofqual below, they can be contacted by letter, email or phone:

Ofqual

Spring Place
Herald Avenue
Coventry
CV5 8BA

Email: public.enquiries@ofqual.gov.uk

Telephone: 0300 303 3344