



UCP
GROUP

Up Close and Personal Group Ltd

Appeals Policy

Date of Issue of Policy: 16th February 2024

Signature of Chief Executive

Criss Watts

1. Duty of the Centre

It is our responsibility as a future Awarding Body Approved Centre that all learners are aware of the appeals process and all learners will have access to a responsive appeals process.

The Centre has a nominated Quality Assurance Co-Ordinator (Christopher Lloyd) who is responsible for managing the Appeals Policy and the Centre will inform all learners of whom this is.

- Assessment of evidence against the specified Assessment Criteria is a process with assessors giving constructive feedback at the time of the assessments through assessment feedback.
- If the learner disagrees with an assessment, or proposed assessment plan, the learner will be expected to explain the basis of the disagreement to the assessor at the time of the feedback session. The assessor must be able to highlight clearly to the learner why the criterion has not been met, or the reasons for the proposed assessment plan. This type of 'negotiation' does not constitute a formal appeal.
- If, after such a feedback session, the disagreement has not been resolved, both the assessor and learner should request advice promptly from the Centre's Quality Assurance Co-ordinator who will try to resolve the issue. If this is not possible, the Appeals Procedure shown below should be invoked.
- The consideration of appeals that are made will help the internal quality process and the Centre's Quality Assurance Co-ordinator to monitor the assessment process and improve it, where appropriate.
- Records of all formal appeals will be recorded in the Appeals Log which will be available to any representative of Future and/or a representative of the Regulatory Body.



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2. Formal Appeals Procedure

The following sets out the appeals procedure for UCP Group Ltd. This procedure covers the process for raising appeals against an academic decision that has been made. Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the regulations of the programme of learning then they may appeal to The Office Administrator via one of the following methods:

Call: +44 (0) 800 195 1644

E-mail: contact@ucp-group.com

Write to: Complaints Department, UCP Group Ltd, 12 Peacock st, Gravesend, Kent, DA12 1EF

Examples of areas where an appeal may be raised are as follows:

- If the learner believes that UCP Group Ltd has not applied our procedures consistently or that procedures were not followed properly, consistently and fairly.
- If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them; and
- If the learner feels that the premises/environment for assessment has disadvantaged them.

(Should a learner wish to appeal against a decision made after a complaint has been investigated then please refer to our Complaints Procedure).

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your appeal (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far.
- Copies of any papers or letters to do with the appeal; and

Any other factors for consideration such as any extenuating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made.

Appeals will be investigated, and a review panel may be formed in order to reach a decision. We aim to investigate and respond to appeals within 28 days.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the Awarding Organisation directly. The Awarding Organisation is QNUK and their appeals policy can be located on their

website: www.qualifications-network.co.uk Alternatively, please speak to the QNUK team on 020 3795 0559.

Should you address your appeal to QNUK and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator. Either a representative of UCP Group Ltd or QNUK will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

The following relates to appeals regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make an appeal and you have exhausted the procedures of Critical Training Ltd, HABC as the Awarding Organisation, and the relevant qualification regulator then you do have one final route of appeal.

Please contact the Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: www.spsso.org.uk

If you have any queries about the contents of this policy, please contact The Company Director on:

Call: +44 (0) 796 617 6129

E-mail: criss@ucpgroup.co.uk

Write to: Criss Watts, UCP Group Ltd, 12 Peacock st, Gravesend, Kent, DA12 1EF