
Appeals Policy

Scope

This policy applies to training programmes based on the CAA syllabi.

An appeal is a request from a trainee to revisit an assessment decision which s/he considers disadvantaging him/her.

This policy sets out our commitment to trainees who wish to enquire, question or appeal against an assessment decision.

Our commitment

We will show transparency and fairness in our assessment practices by allowing anyone who feels this is not achieved the right to appeal.

Our procedures

We will provide our training and assessment staff with the expertise needed to comply with this policy and related procedures.

We will provide our stakeholders with details of how to appeal an assessment decision. This will include:

- contact details of a named representative
- the timescales for any investigation to be undertaken
- the timescales for the outcome to be communicated
- the process to follow if the outcome is deemed to be unfair, including the ultimate right of appeal to the CAA. We will have clear, consistent and transparent procedures for trainees to enable them to enquire about, question or appeal an assessment decision, including requests for reasonable adjustments or special consideration.

We will provide information to trainees at induction and prior to each summative assessment, of the contents of this policy and related procedures.

We will ensure that any appeal is recorded and documentation is retained for 18 months following the resolution of the appeal.

We will maintain confidentiality of any trainee information related to an appeal.

We will take appropriate action to protect the interests of other trainees and the integrity of the training, when the outcome of an appeal questions the validity of other results.

We will monitor our compliance with this policy by collecting data through trainee and employee applications, employee reviews, trainee voice, registrations, achievements and destinations. We will review these against local and national data.

Supporting Documentation

- Appeal Against an Assessment Decision Form page 4.

Procedure

Stage 1

The trainee is responsible for initiating the appeal procedure.

An appeal must be made within seven days of receiving feedback on a summative assessment. There will then be an informal discussion between the trainer/assessor and trainee

The discussion must take place within seven days of the request

A note of the discussion must be maintained by the instructor/assessor

If the issue is not resolved, move to Stage 2

Stage 2

The trainee is responsible for initiating the second stage of the appeals procedure:

The trainee must complete the Appeal Against an Assessment Decision Form and submit to xx within seven days of the informal discussion

HT reviews the assessment. If HT has already reviewed the assessment as part of the sampling process, the appeal should move to Stage 3

HT completes the Appeal Against an Assessment Decision Form and responds to the trainee and trainer/assessor within seven days of the appeal

The trainee acknowledges the recommended outcome and signs the form. If resolved, no further action is required. If unresolved move to Stage 3.

Stage 3

The appeal is now escalated to the CAA


We will formally review this policy in January 2022. However, we will keep this policy under review until then, and we welcome feedback on our approach

Yasmin Milner

Head of Training

Corporate Flight Training

January 2020



APPEAL AGAINST AN ASSESSMENT DECISION V1 JAN 2020

Name of Learner:	
Syllabus:	Assessment Details:
Please state the grounds for appeal:	
Learner declaration I confirm that I understand the purpose of the appeal will be to decide whether the process used for the internal assessment conformed to CAA requirements. I also understand the appeal may only be made against the marking/assessment process.	
Signature:	Date of signature:
Investigating Officer:	
Summary of information obtained:	
Outcome of appeal:	
Next step:	
Signature:	Date of signature:
Learner acknowledgement I have received the details of the investigation and outcome of the appeal. <input type="checkbox"/> I accept the recommended outcome of appeal <input type="checkbox"/> I wish to appeal to the CAA	
Signature:	Date of signature: