

## HAIRFORCE 1 TRAINING ACADEMY

### LEARNERS APPEALS PROCEDURE

#### General information for learners

Awarding Bodies have stated that anyone who has been assessed on their performance or underpinning knowledge and who feels that they do not agree with the assessor's decision **MUST** have the opportunity to appeal.

Hairforce 1 Training Academy has made special arrangements for you to be able to do this if you feel that an assessment decision is unfair.

The procedure to follow is-

- If you feel that you can speak freely with a member of staff that has assessed you then talk about your concerns immediately
- If you feel uncomfortable about doing that then you can speak to the Internal Quality Assurer (IQA) and discuss your concerns because the IQA is responsible for making sure that the assessment decisions are accurate.
- If you do not agree with the decision of the IQA The External Quality assurer (EQA) will be notified and their appeals procedure will be put into action

It is important that you are in agreement with the decisions made about the outcomes of your assessments, if you are not we can only help you if you tell us about it.

This procedure will be completed within 10 working days.

#### How to appeal:

**In Person** - speak to your tutor about your concerns

**Electronically:** by emailing [info@hairforce-1.co.uk](mailto:info@hairforce-1.co.uk)

**In writing:** Hairforce 1 Training Academy, 54 London Road, Romford, RM7 9QX