

Appeals Policy

Reviewer	Quality Manager
Approved by	Centre Manager
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Next Review Date	15th October, 23
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Policy Statement:

One Education values the satisfaction and well-being of our students and is committed to providing a fair and equitable appeal process for all our students. This policy outlines the process for students who wish to appeal a decision or outcome that they believe was unfair or unjust. If students are not satisfied with the result of our internal appeals process, they may appeal to the relevant Awarding Body.

Scope of the Policy:

This policy applies to all students who are enrolled in One Education's online courses and who wish to appeal a decision or outcome related to their studies.

Aims of the Policy:

- To ensure that students have a fair and equitable process to appeal a decision or outcome related to their studies.
- To provide students with an opportunity to have their concerns heard and addressed in a timely and effective manner.
- To provide a clear and transparent process for students to follow when making an appeal.
- To ensure that the appeals process is consistent, fair, and unbiased.

Grounds for Appeal:

Students may appeal a decision or outcome if they believe that it was:

- Made in error, without proper consideration of all the relevant information or evidence.
- Not in accordance with One Education's policies, procedures, or regulations.
- Based on discrimination or bias.
- Inconsistent with the principles of natural justice and procedural fairness.
- Inconsistent with the requirements or standards of the relevant Awarding Body.

It is important to note that an appeal must be based on one or more of the above grounds and that the student must provide evidence to support their appeal.

Procedures:

- **Initial Request:**
When a student wishes to appeal a decision or outcome, they must submit a written appeal to the Head of One Education within 14 days of the decision being communicated to them. The written appeal should outline the grounds for the appeal and any supporting evidence.
- **Investigation:**

Upon receipt of the written appeal, the Quality Manager will investigate the matter and gather all relevant information. He will also consult with relevant parties, such as the student's tutor or other members of the academic staff, if necessary.

- **Review:**
One Education will then review the information gathered and make a decision on the appeal. The decision will be communicated in writing to the student within 14 days of the appeal being received.
- **Further Appeal to the Awarding Body:**
If the student is not satisfied with the decision made by the One Education Appeals Team, they may appeal to the relevant Awarding Body. The student must make the appeal within the timeframe specified by the relevant Awarding Body and follow their specific procedures for submitting the appeal.
- **Investigation by the Awarding Body:**
The relevant Awarding Body will investigate the appeal and gather all relevant information. The Awarding Body may consult with One Education and relevant parties, such as the student's tutor or other members of the academic staff, if necessary.
- **Final Decision by the Awarding Body:**
The Awarding Body will make a final decision on the appeal and communicate this decision to the student in writing within the timeframe specified by the Awarding Body. The decision of the Awarding Body will be final, and there will be no further opportunity for appeal.

Different Parties' Responsibilities:

Party	Responsibilities
Student	To submit a written appeal outlining the grounds for the appeal and any supporting evidence; to follow the specific procedures of the relevant Awarding Body if making a further appeal.
Quality Manager	To receive and review the student's written appeal; to investigate the matter and gather all relevant information; to make a decision on the appeal; to cooperate with the relevant Awarding Body in their investigation.
Relevant Awarding Body	To investigate the appeal and gather all relevant information; to make a final decision on the appeal; to communicate the decision to the student in writing within the specified timeframe.

Stages of the Appeals Process:

Stage	Description	Timeline
Initial Request	Student submits a written appeal to the Head of One Education Appeals Team	Within 7 days of the decision being communicated to them
Investigation	The Quality Manager of One Education investigates the matter and gathers all relevant information	
Review	The quality Manager reviews the information gathered and makes a decision on the appeal	Within 14 days of the appeal being received
Further Appeal to the Awarding Body	Student appeals to the relevant Awarding Body	Within the timeframe specified in the Awarding Body's appeals process
Investigation by the Awarding Body	Relevant Awarding Body investigates the appeal and gathers all relevant information	Within the timeframe specified in the Awarding Body's appeals process
Final Decision by the Awarding Body	Relevant Awarding Body makes a final decision on the appeal and communicates it to the student	Within the timeframe specified in the Awarding Body's appeals process

Conclusion:

One Education is committed to providing a high-quality education experience to all students. It recognises that there may be instances where a student is dissatisfied with a decision or outcome and wishes to appeal. This Appeals Policy and Procedure provides a fair and equitable process for students to appeal a decision or outcome that they believe was unfair or unjust.