



APPEALS POLICY

1. INTRODUCTION

This policy applies to any and all participants in IFA Qualification(s); learners, Centres, their staff and any additional site personnel. This policy sets out the procedure of how to raise an appeal e.g. relating to an examination result or an applied sanction. Please note appeals can only be made if the appellant believes the IFA has not applied its rules consistently, properly or fairly, not simply because you are 'unhappy' with the decision.

This Appeals Policy will be reviewed on an annual basis.

2. CENTRES RESPONSIBILITIES

It is Centres' responsibility to ensure all their staff, additional sites and learners are informed of the contents of this document.

Centres will also have their own internal appeals procedure, which will be made easily available to learners who wish to appeal a decision taken by their Centre. The IFA will require to see evidence of an internal procedure having been exhausted before bringing the matter to the IFA.

3. APPEALS THE IFA DEAL WITH:

- a) Appeals against examination results up to 10% less than the pass mark.
- b) Appeals against the IFA's decision to decline reasonable adjustment.
- c) Appeals against the IFA's decision to withdraw approval of a teacher.
- d) Appeals against the IFA's decision to withdraw approval of a Centre.

4. APPEALS THE IFA CANNOT DEAL WITH:

- a) Appeals made thirty (30) days after the sanction was applied.
- b) Appeals for disqualification as a result of cheating in IFA externally invigilated examinations. The examiner's decision on the day is final, learners will have been warned.
- c) Appeals relating to decisions made by a Centre without having exhausted the internal appeals procedure.
- d) Appeals against examination results, which are more than 10% less than the pass mark.
- e) Appeals made by a dependent or shareholder of a Centre's business; appeals must 'come from' and be signed by the Centre owner, who bears responsibility.
- f) Appeals against suspension. Centres which are suspended need not appeal, as they will be informed of the timeframe to make the relevant changes and when this will be reviewed.

5. INDEPENDENT REVIEW

The IFA will ensure that all appeals:

- a) Are undertaken without bias or prejudice.

- b) Are undertaken by a person who has no personal interest in the decision being appealed.
- c) Are undertaken by at least one appointed person who was not involved in the decision relating to the applied sanction.
- d) Are undertaken by persons with the relevant competence.

6. PROCEDURE TO APPEAL

- a) Raise your appeal by completing the relevant enclosed appeals application form and sending it to office@ifaroma.org headed '*Appeal against an IFA decision*' so it can be addressed expediently.
- b) All sections of the form must be completed in **ENGLISH** and accompanied by all supporting documentation e.g. internal marked assessment paper and/or internal appeal correspondence; incomplete applications will be returned and as such will delay the process.
- c) Submit your request within thirty (30) days of being informed of results or an applied sanction. Please note for examination appeals this is the date the Centre receives notification of results by email. Centres are to remind learners to retain all coursework until at least 30 days beyond the notification of results for this reason.
- d) The IFA will acknowledge receipt of having received an appeal application within five (5) working days.
- e) Appeals made by a Centre on behalf of their learners will be accompanied by written permission and a signature from each of the learners represented (an individual application form will need to be completed for each learner). Requests unaccompanied by the written permission of learners will be viewed as Centre maladministration.
- f) Centres who appeal on behalf of their learners in relation to examination results will ensure that their learners understand that a review of examination papers may mean that their results may go down, as well as improve, on investigation.
- g) Appeals may not always be withdrawn once submitted.
- h) The IFA will respond to appeals within sixty (60) days of receipt of a fully completed form and all supporting documentation. Please note this time is necessary to make the appropriate arrangements and for the relevant persons to meet, discuss and review the paperwork. **The appellant is reminded not to contact the IFA within this time frame** and will be contacted in due course. If for any reason this time scale cannot be achieved due to the complexity of a case the appellant will be informed of the revised anticipated timescale.

7. INVESTIGATION

- a) The independent reviewer(s) will examine all paperwork relating to procedures being carried out fairly and consistently.

- b) The appellant is not permitted to contact the independent reviewer(s) whilst the review is underway or after the event. All correspondence will be issued through the IFA.
- c) Failure to adhere to reasonable instruction and interference with the investigation by directly contacting the independent reviewer(s) will result in the appeal being dismissed.
- d) The independent reviewer(s) may ask for additional documentation if appropriate but as a general rule the review will be based on the documentation already provided. If the reviewer needs to visit the Centre premises, (for example, if a sanction is applied for poor premise hygiene) the reviewer(s) expenses are payable by the appellant.
- e) The independent reviewer(s) will report their findings to the Quality Assurance team who will reach a decision on the appeal.

8. APPEALS AGAINST THEORY EXAMINATION RESULTS

- a) Examination answers are translated (where necessary), marked and cross checked by two external markers (Quality Assurance Assessors) to see if (any) modification is necessary before results are finalised and issued.
- b) Learners may only appeal their results if:
 - their examination results are 10% (or less) lower than the pass mark.
 - their tutor is in support of their appeal and will, upon request, provide the IFA with the learner's internal mock examination papers including results in support of the learner's appeal.
- c) Where appeals are supported and meet these requirements, the IFA will engage a third marker to review the paper to see if modification is necessary. Fees will apply for the third marker's time. If the tutor does not support the appeal, or the grade is greater than 10% less than the pass mark the learner will be required to re-sit the examination at the next convened date.
- d) To appeal a theoretical examination result, the appellant will be charged £30.00 per learner for each theoretical examination paper.
- e) The paper will be sent to be re-marked.
- f) If the investigation leads to the discovery of a failure in the assessment process, the IFA will take all reasonable steps to identify any other learner who may have been affected by the failure, and correct, or if it cannot be corrected, mitigate as far as possible the effect of the failure.
- g) If trends identify that the majority of learners from a Centre have been unable to answer particular questions, then an investigation into the coverage of the syllabus by the respective teacher will be instigated.
- h) If the re-assessment concludes the original mark is upheld the IFA will provide a referral report, highlighting the areas the learner lost marks in. Please note learners

will not be supplied with their original marked paper nor may they request it due to data protection, copyright infringement and quality control purposes.

- i) If the IFA's re-assessment result in an improvement in marks the learner will be informed of the revised mark and the appeal fee of £30.00 will be refunded.

9. APPEALS AGAINST PRACTICAL EXAMINATION RESULTS

- a) For appeals against practical examination decisions the examiner's report will be reviewed to see whether moderation is necessary and if deemed appropriate this will take place.
- b) To appeal a practical examination result, the appellant will be charged £30.00 per learner.
- c) The report will be reviewed by a different examiner and reviewed by members of the quality assurance team.
- d) If the investigation leads to the discovery of a failure in the assessment process, the IFA will take all reasonable steps to identify any other learner who may have been affected by the failure, and correct, or if it cannot be corrected, mitigate as far as possible the effect of the failure.
- e) If trends identify that the majority of learners from a Centre have performed a particular technique for example incorrectly, then an investigation into the respective teacher will be instigated.
- f) If the re-assessment concludes the original mark is upheld the IFA will provide a referral report, highlighting the areas the learner lost marks in.
- g) If the IFA's re-assessment result in an improvement in marks the learner will be informed of the revised mark and the appeal fee of £30.00 will be refunded.
- h) In the event that the learner does not accept the second reviewer's findings, the learner will need to re-take the practical examination in front of a different examiner. Costs relating to the personal expenditure for the re-sit must be paid by the learner; travel costs, accommodation and the examiner's fee of £150.00.

Please note: A learner may choose to re-sit the examination at their Centre's next convened examination date. The maximum amount of times a learner may re-sit is three (3). Resits are the same cost as the original examination fee as stipulated on the IFA website.

10. APPEAL REGARDING THE APPLICATION OF REASONABLE ADJUSTMENT

Appeals can only be made on the basis that on receipt of all related certificates, reasonable adjustment was not granted by the IFA for IFA externally invigilated examinations or during training, in which case evidence must be provided that the internal appeals procedure at the Centre has taken place before involving the IFA.

11. APPEALS AGAINST WITHDRAWAL OF APPROVAL OF A TEACHER

The IFA can implement a number of restrictions on teachers and withdraw IFA teacher status if they consistently underperform and their learners suffer as a result; this will be measured by the learners' examination results. Removing teacher status is a last resort and action plans will always be actioned before a teacher's status is removed. To appeal a decision against teacher status withdrawal, the teacher must account for the reasons as to why the action plan was not implemented in the specified timescale and supply additional information or undertake additional training as directed.

12. APPEALS AGAINST WITHDRAWAL OF APPROVAL OF A CENTRE

Appeals can only be made on the basis a sanction has been imposed that did not take all factors into account and was not imposed consistently, properly or fairly in accordance with IFA rules. The Centre will be required to demonstrate either a failure in the way procedures were followed, or supply additional information that was not available at the time of the investigation, and provide a reasons to why it was not included.

13. OUTCOME

Appellants will be informed of the outcome of an appeal by a written report, delivered by email, setting out the reasons for the decision in full.

The decision of the review panel **is final** and will be communicated to the appellant by the Operations Manager.

Successful Appeals

In the event that an appeal is successful the following action will be taken:

- The Centre will be issued with revised results and examination certificate for the learner(s)
- Reasonable adjustment will be granted
- The teacher's status will be reinstated
- The Centre's status will be reinstated
- The IFA will update all related records
- The IFA will review its policies to prevent reoccurrence of the circumstances of the appeal from happening again

Unsuccessful Appeals

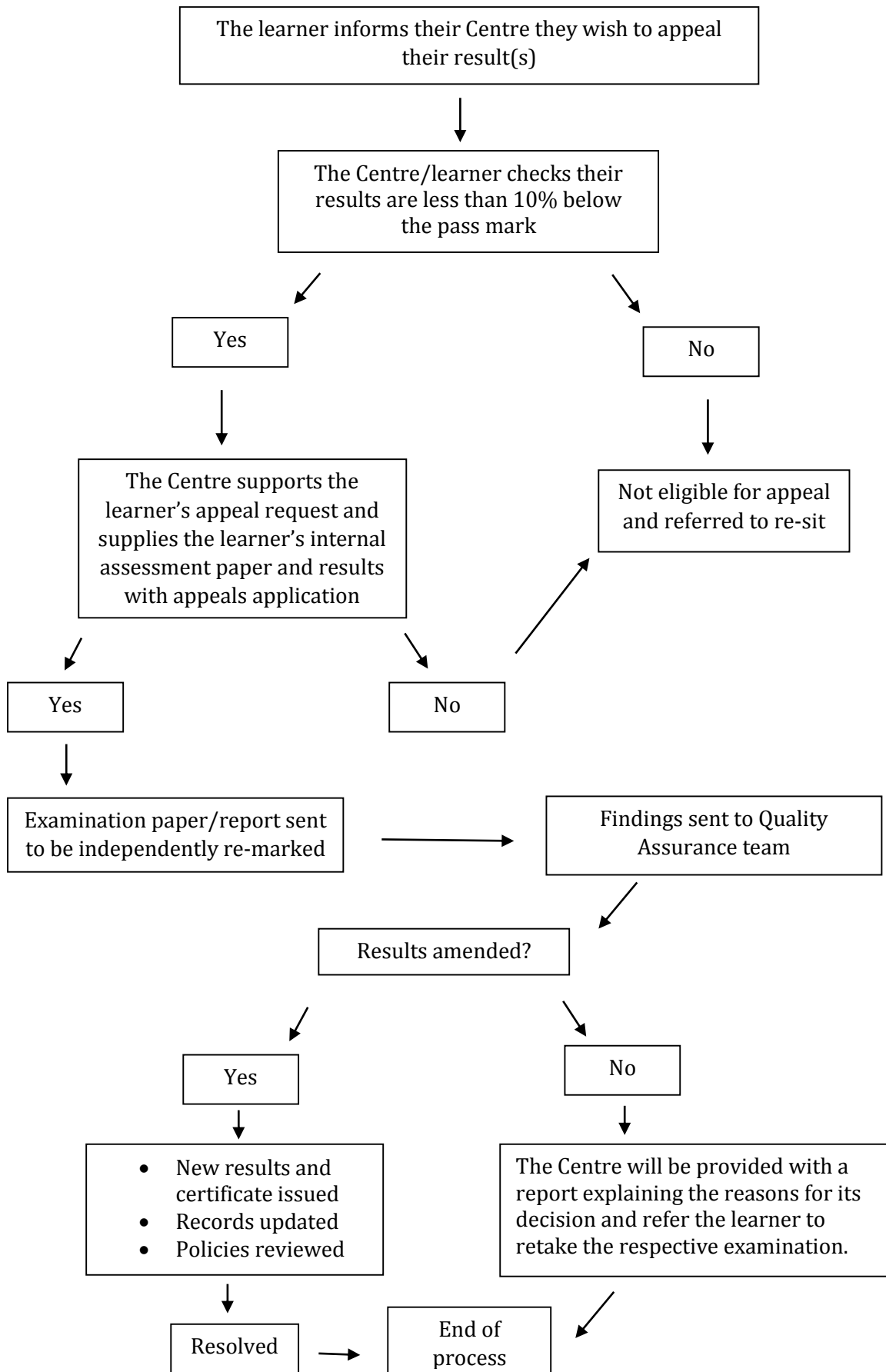
In the event that an appeal is unsuccessful the following action will be taken:

- The original decision will be upheld and the decision is in place for the indefinite future.
- Examination marks may either be marginally lower or higher than before but still not meet the pass grade therefore the learner will be referred to re-sit.


14. COMPLAINTS

Appeals are not an opportunity to express personal dissatisfaction regarding IFA rules or 'mudslinging' against other Centres, teachers or learners. If a Centre, their staff or learners is dissatisfied with our services and wish to raise a complaint then they must follow the procedure outlined in the Complaints policy.

APPEALS AGAINST ASSESSMENT RESULTS FLOW CHART



EXAMINATION APPEAL APPLICATION FORM

Centre Name		Course Title i.e. Aromatherapy Diploma, PEOT	
Learner Name		Date of assessment	
IFA Student No		Date appeal submitted	
Please provide the following information accompanied by the relevant evidence			
Appeal against which examination result?		Practical Assessment Result	
		Theory Examination Paper Result	
		Anatomy and Physiology Examination Paper Result	
Examination Grade	Insert %	Please ensure your grade is 10% of the pass mark or less lower than the pass mark: 65% pass mark for theory = 58% and above 70% pass mark for practical assessments = 63% and above	
Evidence to support the appeal	<input type="checkbox"/> Please attached internal mock examination paper with results/internal practical examination report		
Centre owner		Learner	
Name		Name	
Signature		Signature	
Payment Details £30.00 per examination paper/report	Card details: Solo <input type="checkbox"/> Switch <input type="checkbox"/> Visa <input type="checkbox"/> Visa Electron <input type="checkbox"/> MasterCard <input type="checkbox"/>		
	Card No: _ _ _ _ / _ _ _ _ / _ _ _ _ / _ _ _ _		
	Expires end/..... Security Code (Last three digits) 		

The form must be completed by the Centre owner and sent to office@ifaroma.org

APPEAL AGAINST AN APPLIED SANCTION APPLICATION FORM

Appeler Full Name			
Position			
Date of decision			
Please provide the following information accompanied by the relevant evidence			
Nature of the appeal			
Grounds for appeal			
Evidence to support the appeal	<input type="checkbox"/> Please attach any information you feel was overlooked or was not available during the investigation before the sanction was applied		
Centre owner I confirm the following information I have provided to be accurate and true to the best of my knowledge.			
Name			
Signature		Dated	

The form must be completed by the Centre owner and sent to office@ifaroma.org