

LEIA EDUCATIONAL TRUST

DISTANCE LEARNING COURSE APPEALS POLICY¹

This policy communicates the commitment of the LEIA Educational Trust through the Education and Training Committee of the Lift and Escalator Industry Association (LEIA) and its staff members to support the right of learners to appeal against the outcome of an assessment in all learning opportunities facilitated by the LEIA.

It is our policy to support the right of learners to enquire about a result where it does not meet reasonable expectations and to appeal against the outcome of an assessment or other matter concerning the Distance Learning Course. This document details the policy to ensure enquiries and appeals are managed in a thorough and equitable manner.

Criteria

Enquiry about result

If a learner believes the result of an assessment does not match their reasonable expectations, an Enquiry About Result (EAR) may be made within one calendar month of the date of the End Test. EARs should be sent to enquires@leia.co.uk. Requests received after one month will not be accepted and will be returned.

Following the receipt of an EAR, LEIA will review the nature of the complaint and investigate accordingly. This will generally involve obtaining a detailed report from the online examination website and analysis of the questions presented to the learner and the learner's answers. The learners' responses to each question will be moderated to ensure the accuracy of the scoring or determine any system errors that might have occurred.

The outcome of the investigate will be shared with the learner within two calendar weeks.

Appeal

If a learner remains dissatisfied with the EAR outcome, they may request an appeal. To raise an appeal, learners should contact enquiries@leia.co.uk within one calendar week of receiving the response to their initial EAR request. Appeal requests received after one week of the response to the EAR will not be accepted and will be returned. When making an appeal, the learner should establish and cite the grounds for the appeal. These may include:

- a reasonable belief that the case was not dealt with in accordance with the policy or procedures;
- a reasonable belief that the evidence has been misinterpreted;

¹ This Policy document is based upon the exemplar policy in 'Guide to Vocational Centre Qualification Approval Form' published by EdExcel ([EdExcel website](#))

- further evidence coming to light which changes the basis of the decision;
- a reasonable belief that the outcome is not in line with the guidelines or procedure.

Depending on the nature of the appeal, the complaint will be escalated to the Head of Learning, Education and Development and/or Technical Manager, who will determine:

- The validity of the appeal
- If a valid appeal, the mechanism whereby the candidate can be provided with a further opportunity for recovery.

LEIA will respond to appeals within one calendar month.

This policy is fully supported by the LEIA Education and Training Committee.