Appeals Procedure for candidates enrolled on CPD courses

We at the KIRA KIRA MANAGEMENT & ACADEMY SDN BHD provide a formal route for our learners wishing to appeal against an assessment decision. All learners are assessed against the relevant learning outcomes for the course and regulating organisation criteria, where applicable. Assessment decisions are made by internal Assessors.

Areas for Appeal

Our Appeals Policy enables learners in certain situations to make a formal appeal against a recommendation or assessment decision relating to:

1. the Assessor's decision on any element of assessment that differs to that of our Internal Quality Assurer's decision (for example, if an internal assessment has been marked by the Assessor as achieved but the Internal Quality Assurer disagrees with this decision).

2. an application for a reasonable adjustment or special consideration submitted to the regulating organisation for approval.

3. our final, overall assessment decision for a CPD Course.

Grounds for Appeal

The following is a list of examples and is not exhaustive:

- A reasonable adjustment was refused without reason, or a decision to limit a requested for a reasonable adjustment proved to be inappropriate or insufficient.
- The learner requested special consideration, but this does not seem to have been applied.
- There was inappropriate or irregular conduct on the part of the Assessor.

Appeals Process

Stage 1

The learner should discuss on the day they receive the assessment decision their intention to appeal that decision directly with the Assessor responsible for informing the learner of that decision. If the learner is dissatisfied with the outcome of this discussion, the learner should request a 'Learners Appeals Application' form which can be posted or email to you. The learner must submit this form within five days of the date of the assessment and include with it any supporting evidence (see additional notes below). Appeals received after this time will not be heard.

Stage 2

Once received by us, our designated Internal Quality Assurer ("IQA") will investigate the appeal and respond in writing to the learner with a decision within 20 working days of receipt of the form. If the learner is dissatisfied with the IQA's decision, the learner should make a complaint directly to the Owner of the company.

Additional Notes

1. It is extremely difficult to investigate appeals without impartial evidence. Therefore, appeals against referrals in practical teaching based solely on the learner's disagreement with the Assessor's decision will only be considered when accompanied by a video recording of the learner's practical assessment.

2. The learner has the right to video any aspect of their practical assessment using their own video recording equipment provided it does not interfere with the assessment process, other learners, or the Assessor's ability to carry out their role(s).

3. It is the responsibility of the learner to arrange a video operator.

4. Prior to the assessment date and so that a decision can be made for deferral, it is the responsibility of the learner to notify us of any medical problem which may affect the learner's performance adversely in the assessment process.

This policy has been approved & authorised by:

Name: MELISSA DELLA JOY

Position: DIRECTOR

Date: 20 FEBRUARY 2025

Signature:

Review date of Policy:N/A