

# Centre Internal Appeals Policy

## 1. Issue and review

- 1.1 The date of issue of this policy is 30/06/2023.
- 1.2 This policy will be reviewed annually, starting from September 2023.

## 2. Scope of this Policy

- 2.1 This document lays out the internal appeals policy of Lisa Lashes School of Music for all RSL Vocational Qualifications<sup>1</sup>.
- 2.2 The purpose of this policy is to set out procedures that learners should follow if they wish to appeal the result of a unit grade internally assessed by the centre.
- 2.3 This policy does not deal with appeals which are escalated to RSL Awards, either directly or following completion of this internal review process. For details of appeals submitted to RSL Awards please see <https://www.rslawards.com/about-us/policies-regulations/> .

## 3. Grounds for Appeal

- 3.1 Appeals must clearly set out the grounds for appeal (i.e. the reason the learner believes that the result is incorrect and must be changed.)
- 3.2 An appeal can only be made once the result of an assessment has been received by the learner.
- 3.3 Admissible grounds for appeal are:
  - assessment was not made in line with RSL grading criteria
  - centre quality assurance procedures were not correctly applied
  - the assessment decision was affected by an administrative or procedural error
  - a decision in respect of a reasonable adjustment or special consideration unfairly impacted on the assessment decision

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<sup>1</sup> Centres may wish to develop a policy which is not specific to RSL or to VQs, in which case the policy will obviously need to be broader in scope.

## 4. Timescales

- 4.1 Learners have 7 days after receipt of their grade (or, for second level appeals, receipt of the first level appeal decision) in which to make an appeal. We may not be able to process appeals received after this timescale.
- 4.2 Learners will receive a formal acknowledgement of their appeal within 7 working days of the appeal being lodged.
- 4.3 Learners will be informed of the outcome in writing within 7 days of the appeal being lodged. If this timescale needs to be extended, for example because of a need to collate and analyse or assess significant quantities of evidence, this will be conveyed to the learner as soon as possible.

## 5. First Level Appeal

- 5.1 A completed LLSOM Appeals Form available from LLSOM Website must be completed and returned to [appeals@llsom.com](mailto:appeals@llsom.com).
- 5.2 All appeals must be made in writing using this form. Clear grounds for appeal, in accordance with those outlined above, must be provided, along with any relevant evidence.
- 5.3 The first level appeal involves a review of the learner evidence, tutor assessment feedback and internal verification documentation by Brandon Reeve [Lead Tutor] or Gordon May [Head of School].
- 5.4 A judgement will be made about whether the appeal should be upheld or rejected.
- 5.5 If the appeal is upheld, the result for the learner for this unit will be amended and all appropriate paperwork and tracking will be updated to reflect this.
- 5.6 If the appeal is not upheld, the learner will be provided with clear reasoning as to why not.
- 5.7 If no further response to the appeal decision is received with 7 study days of the decision being communicated to the learner, the appeal will be closed and no further correspondence will be entered into.
- 5.8 Written records will be kept of all appeals.

## 6. Second Level Appeal

- 6.1 If the learner is unhappy with the outcome of the first level appeal, they may lodge a second level appeal.
- 6.2 The second level of appeal is a review of the first level appeal by Deborah Hewitt [Managing Director & Co-Founder] who has no direct involvement with the learner's teaching, learning or assessment.
- 6.3 A completed LLSOM Second Level Appeal Form available from the LLSOM Website must be completed and returned to [appeals@llsom.com](mailto:appeals@llsom.com).
- 6.4 As much information as possible should be provided in order to enable a thorough investigation to be carried out, including why the learner is dissatisfied with the outcome of the first level appeal.
- 6.5 A judgement will be made about whether the appeal should be upheld or rejected.
- 6.5 If the appeal is upheld, the result for the learner for this unit will be amended and all appropriate paperwork and tracking will be updated to reflect this.
- 6.6 If the appeal is not upheld, the learner will be provided with clear reasoning as to why not.
- 6.7 The second appeal decision is final.
- 6.8 Written records will be kept of all appeals.