



Reference	SSA Appeals
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Approved	MD

APPEALS POLICY

Purpose

To identify the process by which learners can appeal against an assessment decision given by a Silverback assessor.

Procedure

This procedure covers the process for raising appeals against an academic decision that has been made. Should a learner feel that proper process has not been followed, or that the academic decision was not made in accordance with the regulations of the programme of learning, then they may appeal to Anne Matthews (Silverback Quality Assurance Manager), via one of the following methods:

- Telephone: 07803 753675
- Email: anne@silverbacksecurityacademy.com
- Mail: Ms A. Matthews, Silverback Security Academy, Company Number: 10292758. 31 Thornfields, Thorngumbald, Hull. HU12 9UH.

Examples of issues where an appeal may be raised are as follows:

- If the learner believes that Silverback has not applied its own procedures consistently, or that procedures were not followed properly, consistently and fairly.
- If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them; and
- If the learner feels that the premises/environment for assessment have disadvantaged them.

(Should a learner wish to appeal against a decision made after a complaint has been investigated, then they should refer to Silverback's Complaints Procedure).

When contacting Silverback please ensure that you provide your full name, contact details, and include a daytime telephone number along with:

- A full description of your appeal (including the subject matter, dates and times, if known)
- Any details of contacts made so far, such as names, dates and details of discussions
- Copies of any relevant documents relating to the appeal, and
- Any other pertinent factors for consideration, such as extenuating circumstances that the learner either did not address at the time, or believes that were raised, but were not taken into consideration when decisions were made.

Appeals will be investigated, and a review panel may be formed to reach a decision. Receipt of appeal will be made within three (3) working days. Learners will be notified of the outcome of an appeal within 28 days of Silverback acknowledging receipt.

Should you remain unhappy with the outcome you may then raise your appeal with the relevant qualification regulator. A representative of Silverback will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If you have any queries about the contents of this policy, please contact the Quality Assurance Manager directly on 07803 753675 or email anne@silverbacksecurityacademy.com