



YOUNG GAMBLERS EDUCATION TRUST (YGAM)

Appeals Policy

Young Gamblers Education Trust - Appeals Policy

Introduction

This policy addresses the situation where learners may wish to appeal against a grade he/she has received for a qualification or course.

Access

Learners are made aware of the existence of this policy and have open access to it. It can be found online at the YGAM website: www.ygam.org (under the YGAM Academy tab), along with the appeals policies for each of the awarding bodies used by Young Gamblers Education Trust. All YGAM trainers are made aware of these policies and how to access them in order that learners can be supported.

This policy is reviewed annually and may be amended in response to feedback from learners, YGAM trainers, employees, YGAM Board members and external organisations.

Policy Statement

All learners undertaking courses created and delivered by YGAM have the right to make an appeal about any of the marks received for the qualifications or courses they are undertaking.

If any learner wishes to appeal a decision, they should follow the following procedure.

1. If possible, speak to the member of staff responsible for teaching the qualification in the first instance about the reason they wish to appeal.
2. The member of staff has a responsibility to explain to the learner why he/she received the grade/mark.
3. If the learner is not satisfied with the explanation, the piece of work will be re-marked by another member of staff also involved with that qualification or course.

4. The learner will be informed of the outcome of the re-marking by letter.
5. If the learner wants to continue the appeal, he/she needs to contact the YGAM Head of Quality Assurance who will provide the learner with information about the appeals procedure and explain what is involved. The Head of Quality Assurance will assist with the completion of any forms and will correspond with either/or the awarding body of the YGAM Director of Education on behalf of the learner.
6. Please note: a learner must have the support of the course delivery staff to be able to appeal against a result.

Policy version control:

Date policy written: May 2017

Written by: Head of Quality-Assurance

Consulted with trustees: June 2017

Amended and adopted by the Board of Trustees: August 2017

Next review: September 2018 (normally one year from when document is adopted by the board of Trustees)

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YGAM™ is an official Ofqual approved, ASDAN Customised Accreditation: Centre No: 35981.

YGAM™ educational resources are quality-assured by the UK PSHE Association 2016.

YGAM™ is working towards Pearson Customised Accreditation and Approved Qualification Centre status.

