



ACADEMIC APPEALS POLICY

The Academic Appeals Policy

Introduction – Your Comments

Collaborative Counselling Academy Ltd. makes many decisions and tries hard to do the best for all its learners. Your comments – either positive or negative are helpful for future planning. Please leave your comments by email info@collaborativecounselling.academy

These will be responded to within 5 working days.

Appeals – Against assessment decisions

If you are dissatisfied about any assessment outcomes during your training, you may raise a concern or make an informal or formal appeal against the decision using this Academic Appeals Policy. You can appeal against an internal assessment decision made by a course tutor.

The procedures for these appeals are provided in this Academic Appeals Policy. A tutorial will give you an opportunity to discuss any initial concerns informally with your course tutor/s (Stage One). If you wish to appeal, you should use the Informal Appeals form in the first instance (Stage Two) unless you wish from the start to have your appeal more formally considered in which case you should use the Formal Appeals form (Stage Three).

Our promise to you

- Your appeal will be dealt with honestly, politely and in confidence.
- Your appeal will be investigated thoroughly and fairly.
- If your appeal is urgent, we will deal with it more quickly.
- We will keep you up to date with progress at each stage.
- You will get an apology if we have made a mistake.
- You will be told what we are going to do to put things right.
- You will get a full and clear written reply to formal appeals within twenty-eight working days.
- You will be advised where to go next if you are still dissatisfied.



How to Appeal

Stage One – Initial Concerns

If you have an initial concern regarding an internal or external assessment decision, you should in the first instance raise this with your course tutor/s at a tutorial. Outcomes of this discussion should be kept in the tutorial records.

We hope that the matter may be discussed directly and resolved satisfactorily.

Stage two – Informal Appeals

If your concern cannot be satisfactorily resolved with your course tutor/s directly, please complete an Informal Appeals form and submit this to the Director Christine Joseph for further investigation. The Director will acknowledge receipt of your appeal within 3 working days. You may be invited to a meeting to discuss your appeal.

You will be advised in writing of the outcome of the Informal Appeal within 10 working days of the date of the Informal Appeals form submission.

Stage Three – Formal Appeals

If you are not satisfied with the outcome of an Informal Appeal, please complete a Formal Appeals form and submit this to the Director for further investigation. The Director will acknowledge receipt of your appeal within 3 working days. The Director will consider which steps are appropriate in responding to the appeal. For appeals against internal assessment outcomes, these may include further exploration of assessment criteria, negotiation or conciliation. You will be invited to a meeting to discuss your appeal. An external consultant may in some instances be contracted by the Academy to provide an unbiased perspective.

You will be advised of the outcome of the Formal Appeal in writing within 28 working days of the date of the Formal Appeals form submission.

We hope that a satisfactory resolution may be reached through the Initial Concerns, Informal and Formal Appeals Procedures set out in the Academic Appeals Policy.

However, if you are still dissatisfied following the outcome of a Formal Appeal, you will be informed of the CPCAB's Complaints Procedure.