



## **DPN LEARNER APPEALS PROCEDURE**

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## OVERVIEW

This policy sets out the procedure to be followed should a learner wish to complain about any aspect of DPN's assessment/marking process. It should be used by all staff and learners involved in the assessment process.

If you are unhappy with any aspect of your assessment, you should discuss this initially with your assessor or contact DPN's Internal Verifier. DPN will endeavour to solve all problems at this level.

This policy should also be read in conjunction with other DPN policies including DPN's Assessment Statement, as well the relevant Awarding Body Learner Appeals Procedure.

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## ASSESSMENT APPEAL PROCESS

1. Learners who are unhappy with any aspect of the assessment process should first discuss the problem with their Assessor. The learner must clearly communicate the reasons for their dissatisfaction. All appeals should be made within six weeks of the date that you first raised the issue with your assessor.
2. The Assessor will keep a record of the discussion together with the date and outcome.
3. If the issue is not able to be resolved within DPN, the learner has the right to appeal to the relevant Awarding Body within 20 days of the assessment if they are not satisfied with the outcome. This may be done via DPN or direct to the appropriate awarding body as outlined in the Awarding Body Appeals Procedure.
4. During any stage of the Appeals Procedure, the Learner is entitled to be represented or accompanied, should they so wish.
5. The appeals procedure is illustrated in Appendix A.

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## GROUNDINGS FOR APPEAL

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These may include, but not be limited to:

- Administrative shortcomings - for example, inaccuracy in recording progress or unreasonable delays;
- Inadequate resources - for example, inappropriate or insufficient physical resources, or inexperienced and unqualified staff;
- Shortcomings in the conduct of assessment - for example, non-availability of alternative assessment methods or the use of extraneous criteria by your assessor;
- Barriers to access - for example, the imposition of unreasonable requirements as a precondition to assessment;
- Lack of equal opportunities - for example, discrimination against your age, gender, race or creed, or other contraventions of DPN's Equal Opportunities Policy;
- If you feel that your assessor has made an unfair judgment or decision about your competence or evidence. You must give clear information about this and relate it to the published standards or assessment process.

This list is not exhaustive, there may be other valid grounds to appeal.

If your appeal is not resolved at DPN level, the Awarding Body will take the matter forward as per their Appeals Procedure. Their decision will be final.

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## POSSIBLE APPEAL OUTCOMES

### 1. Appeal Upheld

If your appeal is upheld at any stage during its hearing, you will receive a written apology from DPN and, if appropriate, your assessment record will be amended. You may be given opportunities for further assessment. Lessons learnt from the decision will immediately be notified to other assessors and verifiers within DPN to prevent similar errors from occurring.

If your appeal was on the grounds of discrimination, you will receive a written apology and the situation will be immediately rectified to ensure that you have fair access to your chosen qualification. As appropriate, staff will receive a full

briefing on the issues and receive any additional training required to ensure they are fully conversant and supportive of the Equal Opportunities Policy.

## **2. Appeal Not Upheld**

If your appeal is not upheld, you will receive written notice of this with the reason for the decision. The Awarding Body will be provided with all the relevant documentation on your appeal and may review the case as part of his/her monitoring procedures on DPN.

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# APPENDIX A

## Appeals Process

