



Appeals Policy

Current Policies & Processes

January 2019

Appeals Policy

Statement of Purpose

SkinViva Ltd (“the Company”) is committed to providing high quality aesthetic training and to being fair and equal in the treatment of its students/learners. Where SkinViva Training has made a decision or provided an outcome which the student/learner disagrees with, he/she is invited to use our appeals process in order to have the decision reviewed. All requested appeals are treated seriously and with utmost professional integrity.

This policy seeks to:

- Set out the scope of the appeals policy – what is covered and not covered.
- Highlight the Company’s responsibility in respect of appeals and what we commit to our students/learners.
- Confirm the lines of responsibility for appeals from our students/learners.
- Set out the procedure for how a student/learner should appeal a decision.

Scope

The scope of this policy covers various types of appeals which could be raised by students/learners of SkinViva Training. It does not cover appeals by the staff of SkinViva Ltd covered by the **Employee Grievance Policy**¹. A student/learner can invoke the appeals process on the grounds that:

- Their performance in, or non-attendance at objective structured clinical examinations (OSCEs) was adversely affected by exceptional circumstances. Any circumstances that give rise to a claim must be supported by contemporaneous evidence (For example, a medical certificate).
- Their performance in the structured, short answer questions was adversely affected by exceptional circumstances. Any circumstances that give rise to a claim must be supported by contemporaneous evidence (For example, a medical certificate).
- A material error or irregularity incurred in the conduct of the assessment, and that the conduct was of such a nature as to cause reasonable doubt concerning the validity of the result awarded.
- That the proceedings detailed within the plagiarism policy were not adhered to, or the student/learner has obtained new evidence in relation to a plagiarism decision.
- The principles of the Equality Act 2010² were not adhered to, resulting in a claim of direct or indirect discrimination.
- An application for Reasonable Adjustments and Special Consideration was not granted in favour of a student/learner.
- A decision arising from a malpractice or maladministration inquiry was arbitrary.
- The penalties or sanctions imposed following an investigation into malpractice and maladministration were disproportionate or unjustly applied.

The Appeals Procedure may not be invoked to:

- Challenge the judgment of individual assessors or markers in relation to summative assessment results.
- To pursue a claim that results were affected by low quality training/teaching and/or supervision.

¹ SkinViva Ltd. *Employee Grievance Policy* (2016) available at SkinViva.com

² Prohibited conduct, Direction discrimination. Chapter 2, s13 (ss1-6). Combined discrimination: dual characteristics, s14 (ss1-7). Indirect discrimination s19 (ss1-3).

The above claims are matters to be pursued through the relevant Complaint Procedures³.

Company Responsibility

The Directors have the ultimate responsibility for matters of appeal and are committed to ensuring that standards are upheld and sufficient training to its staff is made available regarding appeals, where required.

The Company only uses tutors, trainers and assessors who have the required standard of specialist knowledge and expertise to carry out their role. For the 'Level 7 Injectables for Aesthetic Medicine' qualification, all personnel involved in the delivery of training or assessment are additionally independently verified by an awarding organisation of OFQUAL.

Lines of Responsibility

In this respect the general lines are:

1. Overall and final responsibility for the Company Appeals Policy rests with the Directors.
2. Overall responsibility for the day-to-day implementation of the Appeals Policy rests with the Directors. SkinViva Ltd take their duties of consultation and responsibility very seriously and will consult with employees/tutors/trainers and assessors on appeals issues; this rests with a Company Director.
3. On a day-to-day basis, the Lead Tutor and Clinical Director have the responsibility for implementing the appeals policy but all students/learners, staff and tutors/trainers/assessors must ensure that they fully understand the process.
4. On a day-to-day basis there are set procedures for managing requests for appeals and it is the responsibility of staff and tutors/trainers/assessors to be fully acquainted with these procedures.

Procedure for Appeals

SkinViva Ltd operate the following procedure for the management of appeals which have been raised by learners.

1. In the first instance, the student/learner should try to resolve their dissatisfaction or concerns informally by contacting the **tutor, trainer or assessor** concerned. This should be arranged by the **SkinViva Training Manager** on behalf of the **student/learner**.
2. Where the **student/learner** has not been able to resolve their concerns informally, the **student/learner** must set out by email the circumstances for their intended appeal and (where possible) relate this to the learning outcomes, assessment procedures, or malpractice standards. Emails should be sent to info@skinvivatraining.com.
3. Appeals must be received within 8 weeks of the original date to which the issue relates to.
4. The **SkinViva Training Manager** will notify the **Clinical Director** and **Lead Tutor** by email no later than the end of the next working day that an appeal has been registered.
5. The **Clinical Director** and **Lead Tutor** must record details of the appeal in the Company's Appeals Log⁴.
6. The student/learner will receive an acknowledgement of their written appeal within 1 working week of his/her submission.
7. The **Lead Tutor** and/or **Clinical Director** will carry out an assessment of the information / evidence required to deal with the appeal, and request any additional information which is deemed to be needed.

³ SkinViva Ltd. *Complaints Policy & Procedure (2016)* available at SkinViva.com

⁴ Accessed internally via DropBox/SkinViva Training

8. The assessment and the outcome of the appeal will be carried out within 30 calendar days from receipt of the written appeal and sent to the **student/learner** by return email.
9. If the **student/learner** is not satisfied with the outcome of the appeal then the student/learner is invited to use the Company's **Complaints Policy and Procedure**⁵.
10. For appeals which are upheld against the Company, policy and procedural changes may be required and if so additional training will be given to relevant team members.

Monitoring and review of this policy

The Directors shall be responsible for reviewing this policy annually and more frequently when changes are made in legislation to ensure that it meets legal requirements and best practice.

To be reviewed January 2018

⁵ SkinViva Ltd. *Complaints Policy & Procedure (2016)* available at SkinViva.com