



S Buys
Academy

Pharmacy
at **SPAR** 

S BUYS ACADEMY: APPEAL POLICY AND PROCEDURE

PURPOSE:

The purpose of the appeal policy is to provide a communication channel and a procedure to settle appeals and disputes for external stakeholders.

POLICY:

- This policy provides guidelines to aggrieved learners, tutors, employers, or funders wishing to appeal an assessment outcome made by S Buys Academy (Academy), registration of an assessor/moderator, accreditation of Academy and provided courses, etc.
- The policy ensures:
 - That unfair assessment outcomes are heard and corrected;
 - That concerns about unethical behaviour or unfair processes and practices are investigated, and problems are identified and addressed;
 - The credibility of the various assessment processes;
 - The maintenance of the integrity of the assessment system.
- The policy ensures that appeals and disputes are settled consistently and fairly.

PRINCIPLES:

The function of the appeal process at the Academy is to:

- Create access for learners to appeal an outcome, result, or decision after assessment.
- Create an opportunity for unsatisfied learners to raise grievances regarding assessors, assessment tools, or assessment procedures to the provider's management.
- Create an opportunity for learners to lodge grievances.
- Stimulate and develop fair and equitable assessment processes and strategies

The principal assessor/moderator will ensure that the appeals process performed is fair, valid, and reliable and that the award of qualifications or unit standards is the same standards registered on the NQF. The principal assessor/moderator will decide on the appeal after examining evidence collected during the appeals process.

ASSESSOR/MODERATOR COMPETENCIES AND SKILLS

- Registered with relevant SETA as an assessor/moderator
- Registered with the South African Pharmacy Council as an assessor/moderator
- Have a complete understanding of gathering valid, fair, and consistent evidence;
- Have a complete understanding of the assessment and appeal process;
- Have a complete understanding of the assessment and appeal process to provide feedback to the Academy regarding the appeals process and outcomes;
- Have interpersonal skills to facilitate the appeals process;
- Should have attributes such as integrity and confidentiality;
- Must be able to make a final decision

APPEALS PROCESS

The following steps are to be followed:

- The learner needs to inform the Training Manager of the intent to appeal.
- The learner lodges a complaint or appeal using the Appeal Lodging Form and supplying the necessary information.
- The appeal must be lodged with the Training Manager within 5 working days after you have been informed of a result, outcome, or decision.
- The Training Manager will acknowledge receipt of the appeal.
- The Training Manager will schedule an Appeals Committee meeting within 2 working days after receiving the completed Appeal Lodging Form.
- The decision of the Appeals Committee will be forwarded to the independent internal moderator, who will moderate the Committee's appeal decision within 2 working days.
- The learner and conducting assessor will be informed of the outcome and whether the re-assessment process is required.
- During the re-assessment, two different assessors will collectively assess the learner.

APPEAL FORM

Section A (To be completed by the learner)

Name of learner		TDA No:
Date of assessment		
Unit standard/Module		
Name of conducting assessor		
Reason for the appeal		
Learner signature		

Section B (To be completed by S Buys Academy)

Signature Principal assessor		Date:
Outcome of appeal		
Action		

Section C (To be signed after Appeals Outcome)

Signatures:	
Learner	
Conducting assessor	
Principal assessor	