



Policies and Procedures

Operations Department

Student Appeals Procedure

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Policy Approver	QAC	Revised Date	26/07/2024

Student Appeals Procedure

1. Principles

Future Focus Ltd has in place a policy, which in conjunction with its associated procedures provides for an appeals procedure to ensure that school policies and procedures are applied appropriately, fairly and consistently to all students.

Future Focus Ltd will allow any student the right to appeal against decisions made under the School's Policies and Procedures. While the Director is responsible for the implementation and development of this policy, all members of the staff and students are to be responsible for the effective operation of this Policy and Procedure in a similar manner.

2. Policy

At Future Focus Ltd we allow the student to inquire into any school decision. Further, the student is given the right of appeal against an assessment decision. The aim is to provide for an opportunity for reaching agreement between the student and the school.

It is a policy of Future Focus Ltd to standardise and record any appeal to ensure openness and fairness. We strive to ascertain a student's ultimate right of appeal where appropriate, whilst protecting the interests of all students and the integrity of the school.

The Appeals Policy is explained to students, who are informed about the procedure that is in effect should they require to appeal any decision.

3. Procedure

Students wishing to appeal must do so within two weeks of the disputed decision and are advised to keep copies of all documents relating to the appeal. At this stage the student may make his appeal verbally, however it is mandatory that following this initial stage, the appeal is made in writing.

The student must send a letter or email of appeal. This should include a statement that clearly states the decision that is being appealed against, the basis for the appeal, and the remedy the student is seeking. The letter or email of appeal may include new evidence to support the appeal for any personal circumstances that the student wishes to be considered. Students are required to provide as much information as possible regarding the disputed decision, which must include:

- i. The date and type of the decision taken
- ii. The name of the person/s involved
- iii. A brief outline of the reason for the appeal
- iv. Any associated documents (student evidence, record of feedback from the person involved).

Upon receipt of the appeal Future Focus Ltd will contact an independent person required to conduct an appropriate review of the evidence and reassess the decision. The School's Appeal Board will write to the student to acknowledge receipt of the appeal within two weeks and outline the course of action to be taken. An investigation/inquiry will be carried out. The appellant is contacted in writing within 3 weeks with the findings and a decision as to whether the appeal was justified.

Quality Assurance Policies and Procedures

This will be to either:

- i. Uphold the original decision
- ii. Offer the student an opportunity for a resit where it concerns an assessment
- iii. Overturn the original decision.

All decisions are recorded, communicated to the persons involved, and copies of records of appeals are retained. These records are retained also for inspection by the regulating authority.

Future Focus Ltd shall strive to take appropriate action to protect the interests of other students and the integrity of the school and will monitor appeals to ascertain quality improvement.

This policy will be reviewed every 12 months.