



Appeals Policy and Procedure

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Appeals Policy and Procedures

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Appeals Policy and Procedures

1.1 Change Control

Version	Author of Change	Date	Details of Change
2019.01	Gerhard van der Berg	July 2019	Policy updated & amended to suit new organisation structure of Sage.

1.2 Record of Approvals

Level*	Committee Name	Date
1	Ravin Rughoonandan (Content Design Manager)	July 2019
2	Pragasen Moodley (Director, Learning Services AME)	July 2019
3	Candice Govender (Legal Director, AME)	July 2019
4	Pieter Bensch (Executive Vice President, AME)	July 2019

* Level of approval

Appeals Policy and Procedures

2.1 Scope

The scope of this document defines the policy and procedures to be followed for:

- Appeals process.

2.2 Philosophy

Sage's philosophy is to recognise performance and encourage life-long learning.

Therefore, Sage's policies and procedures are outlined in accordance.

2.3 Introduction

This policy document is designed to assist Assessors and Moderators in the process of guiding and supporting all learners through the Assessment and Moderation process and will be broken up into the:

- Appeals process

2.4 Policy Statement

Each learner has the right to appeal against an unfair, unreliable, invalid or not practical assessment.

Any learner / candidate can / may appeal against the assessment outcome based on the following:

- Appeal against the judgement/result if it is / was unfair, invalid, unreliable or not practical.
- Appeal against the judgement/result if the assessor has inadequate expertise.
- Unethical practices by the assessor.

After receiving the assessment report, the following steps to appeal must be followed:

Description	Responsible Person	Frequency
The appeals process and form is available on request.	Sage Learning Services	

Description	Responsible Person	Frequency
The Assessment Appeals Form must be completed and submitted to Sage / SALP within five (5) working days of completing the assessment.		
The SALP will forward this appeal form to Sage Learning Services within 2 working days, if applicable.	SALP	
Sage will forward the form to the internal moderator within a day and the moderator will evaluate the appeal and issue a moderation report specifying the outcome of the appeal.	Moderator	
Recommendation / feedback will be given to the candidate / learner within five (5) working days via Sage.	Sage Learning Services / Assessor	
Should a re-assessment date be scheduled, feedback on the re-assessment (if applicable) must be given to the candidate / learner as per the normal assessment procedure.		

2.5 Appendix A – Sage Assessment Appeal Form



Assessment Appeal Form

To be completed and submitted within five [5] working days after receipt of Assessment Report		
Learner Name		
Surname		
Identity number		
Contact Number		
Email address		
Date of assessment		
SALP where assessment was taken		
Name of Assessment taken		
Reason for appeal		
Please attach a copy of the Assessment Report		
Candidate	<hr/>	<hr/>
	Signature	Date

3. Contacts

Should you have any questions about the content of this policy please contact the training department via email: Training.Za@sage.com.