



Axon Consultancy Sdn Bhd

Appeals Policy

Version 1

Version Log

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1. Purpose

- 1.1. Axon Consultancy offers programmes of various ranging from academic qualification to professional development training courses. Both academic qualifications as well as professional development training courses that are being delivered by Axon Consultancy contains assessment(s) as part of quality control to ensure participant's attainment as well as understanding. This policy's objective is to provide a standard guideline in the handling of appeals raised by learners on the evaluation and decisions on the learner's assessments.

2. Scope

- 2.1.1. This policy is provided for Axon Consultancy Sdn Bhd's customers including learners, staff and clients who are engage in any programmes or courses that are delivered by Axon Consultancy Sdn Bhd.
- 2.1.2. This policy is applicable to all academic qualification that Axon Consultancy is delivering on behalf / franchised from any partner's universities or academic institutions.
- 2.1.3. This policy is applicable to all professional development courses that Axon Consultancy delivers.

3. Staff Duties

- 3.1. Employees, Partners and Suppliers of Axon Consultancy Sdn Bhd are expected to understand this policy.
- 3.2. Employees of Axon Consultancy Sdn Bhd shall be expected to enforce decision making and procedures as stated in this policy.

4. The Principles

- 4.1. This policy is in place to enable Axon Consultancy's learners to enquire question or appeal against an assessment decision.
- 4.2. Axon Consultancy shall aim to reach an agreement with a learner at the earliest opportunity, regarding any appeals that are made.
- 4.3. All learners have the right to challenge the outcomes of their assessment decision, if they consider the assessment has not been carried out properly. Learners might appeal on a variety of issues that may include the following:
 - 4.3.1. Conduct of the assessment
 - 4.3.2. Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements
 - 4.3.3. The opportunities offered in order to demonstrate competence of attainment

- 4.3.4. Access to assessment
- 4.3.5. Process of assessment
- 4.3.6. Access to Internal Verification
- 4.3.7. The handling of appeal
- 4.3.8. Administrative issues such as failure to register or apply for certification

4.4. Axon Consultancy shall ensure that:

- 4.4.1. Internal assessment are conducts by approved members or associate of Axon Consultancy who have the appropriate knowledge, understanding and skills in it's area.
- 4.4.2. Assessment evidences provided by learners is produced and authenticated according to the requirements of the award bodies for the subject concern. As for assessment evidences for courses that do not hold academic credits by nature, assessment evidences shall be captured based on the nature of the assessment set. In cases of demonstration, peer witnesses will also be part of evidences captured.
- 4.4.3. The consistency of internal assessment will be maintained by internal verification and standardisation.

5. Guideline For The Process

- 5.1. If a learner wishes to appeal, Axon Consultancy strongly recommends for all learners to first meet the assessor or first marker who have carried out the assessment evaluation to clarify the decision made.
- 5.2. If a learner insist to appeal the appeal must be lodged in writing with the relevant Axon Consultancy staff member within 7 working days of the learners being notified of the assessment decision. Axon Consultancy staff member will then attempt to find a solution with the learner, assessor and internal verifier.
- 5.3. All documents and evidences relate to an appeal must be saved and submitted as part of appeal supporting documents while an appeal is lodged. Axon Consultancy may choose not to accept documents and evidences that are provided AFTER the appeals are lodged unless those documents were being called for. This is to ensure the appeal investigation are being carried out effectively and without prejudice.
- 5.4. All appeal investigation shall be carried out by an independent staff member whom are not involved in any assessment decision for the course that the learner is undertaking.
- 5.5. Appeals that involved external bodies such as partner institution and universities will be forwarded the concern partners within 3 working days and a copy of such notification shall be copied to the learner.

- 5.6. Appeals for assessment decisions that are internal to Axon Consultancy will be carried out by Axon Consultancy's Director.
- 5.7. The relevant procedures shall be followed to ensure the learner's assessment decisions is changed to show the correct decisions.
- 5.8. The learner will be informed of the investigation outcome and decision within 45 days of the appeal being lodged (this may be extended, depending on the nature of the appeal).
- 5.9. For courses that are offered by Axon Consultancy's partners, learners who are not satisfied with the appeal decision can instruct Axon Consultancy to contact the relevant awarding body in order to escalate the appeal. The awarding body will investigate any appeals made in line with awarding bodies appeals policy.
- 5.10. For Axon Consultancy's internal courses, the decision made by the Direct shall be final.

6. Review

- 6.1. Axon Consultancy will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by the awarding bodies or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgments..

7. Knowledge And Skills

- 7.1. The knowledge and skills required to implement this policy will be transferred during induction process for new staff. A systematic training programme shall be implemented to raise awareness of the requirements of the various assessment, and to ensure that staff are kept up-to-date with regards to any changes in the legislation or relevant technology.