Standard Operating Procedure

PWDS PROGRAMMES - APPEALS PROCEDURE

SETTING	Pharmacy Workforce Development South (PWDS)
FOR STAFF	PWDS training programme directors, learners and educational supervisors
ISSUE	Process by which learners may formally appeal against the conduct, adequacy or outcome of an assessment in undertaking PWDS training programmes/accreditations.

1. Purpose

Pharmacy Workforce Development South (PWDS) is committed to ensuring that all learners are treated fairly, equally and with respect throughout their learning and assessment journey.

This procedure outlines the process by which learners may formally appeal against the conduct, adequacy or outcome of an assessment and ensures that appeals are handled consistently, transparently and impartially.

2. Scope:

This procedure applies to all learners undertaking training, education or assessment programmes delivered, commissioned or managed by PWDS.

3. Principles:

PWDS will ensure that:

- All appeals are treated fairly and objectively.
- Learners have the opportunity to present evidence in support of their appeal.
- Appeals are heard by an impartial panel with no prior involvement in the matter under review.
- Decisions are communicated in a timely manner.
- Learners are treated with dignity and respect throughout the process.
- Reasonable efforts are made to resolve concerns informally before a formal appeal is initiated.

4. Grounds for Appeal:

A learner may submit an appeal where they believe there has been:

- Inappropriate conduct during an assessment.
- Inadequate assessment arrangements or processes.
- An error in the assessment process.
- An unfair or unreasonable assessment outcome.

5. Informal Resolution

Prior to commencing the formal appeals process, PWDS will make every reasonable effort to support local resolution and reconciliation of concerns wherever appropriate.

Learners who are dissatisfied with the conduct, adequacy or outcome of an assessment are encouraged to discuss their concerns with the relevant assessor, training supervisor, educational supervisor, employer representative, or PWDS Training Programme Director in the first instance.

The aim of this informal stage is to clarify issues, address misunderstandings, review any relevant evidence, and seek a mutually acceptable resolution without the need to invoke the formal appeals procedure.

Where a concern cannot be resolved through local reconciliation, or where the learner remains dissatisfied with the outcome, the learner may proceed to the formal appeals process outlined below.

6. Formal Appeals Procedure

Stage 1: Notification of Intention to Appeal

Should any learner remain dissatisfied with the conduct, adequacy or outcome of an assessment following attempts at local resolution, they must contact the PWDS Training Programme Director and provide notice of:

- Their dissatisfaction; and
- Their intention to submit a formal appeal.

This notification must be made within **five (5) working days** of receipt of the assessment decision.

Stage 2: Submission of Formal Appeal

The learner must submit a formal written appeal to the PWDS Training Programme Director within **ten (10) working days** of providing notice of their intention to appeal.

The appeal should include:

- The grounds for appeal.
- Details of the assessment being appealed.
- Any supporting evidence or documentation.
- The outcome sought by the learner.

Stage 3: Receipt and Administration of Appeal

Upon receipt of a formal appeal, PWDS will:

1. Acknowledge receipt of the appeal.
2. Set a date for the appeal hearing.
3. Determine how and by whom the appeal will be heard.
4. Appoint members of the Appeal Panel.

The Appeal Panel will meet within **twenty (20) working days** of receipt of the written notification of the appeal.

7. Appeal Panel Membership

The Appeal Panel will comprise:

- A representative of Pharmacy Workforce Development South (PWDS).
- A Clinical Pharmacy Manager who has had no prior involvement in the matter under appeal.
- A Chief Pharmacist who has had no prior involvement in the matter under appeal.

All panel members must declare any actual, potential, or perceived conflicts of interest before participating in the appeal process. Any identified conflict will be managed appropriately to maintain the integrity and impartiality of the appeal.

8. Learner Representative

The learner will be offered the opportunity to attend the appeal hearing and may be accompanied by any person of their choice to support them in presenting their evidence and representations.

9. Appeal Hearing

The Appeal Panel will:

- Review all relevant documentation and evidence.
- Hear representations from the learner and any relevant individuals as required.
- Consider the circumstances fairly, objectively and impartially.

- Reach a decision based on the evidence presented.

10. Outcome of Appeal

The Appeal Panel will determine whether the appeal is:

- Upheld;
- Partially upheld; or
- Not upheld.

All involved parties will receive:

- Verbal notification of the outcome on the day the decision is reached.
- Written confirmation of the decision, including the rationale for the outcome, within three (3) working days of the hearing.
- The decision of the Appeal Panel will be final.

11. Record Keeping

PWDS will maintain appropriate records relating to:

- The appeal submitted.
- Supporting evidence and documentation.
- Appeal Panel membership.
- Declarations of conflict of interest.
- The Appeal Panel's decision and rationale.
- Communications relating to the appeal.

All records will be retained and managed in accordance with PWDS information governance, confidentiality and data protection requirements. Pharmacy Workforce Development

12. Review of Policy

This SOP will be reviewed periodically by PWDS to ensure it remains effective, fair, transparent and aligned with organisational requirements and best practice.

Document Change Control

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Date of Version	**Version Number**	**Lead for Revisions**	**Type of Revision**	**Description of Revision**
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