



## **QUALITY ASSURANCE SCHEME**

### **APPEALS POLICY AND PROCEDURES**

Programs are informed, in writing, of the results of their accreditation review by Orion Assessment Services of Canada (Orion) .

A program that has been denied accreditation has the right to appeal the decision according to the procedures outlined below.

#### **Procedure to Set up an Appeal:**

1. A program wishing to appeal an accreditation decision is required to send written notice of the intent to appeal within fifteen (15) working days of receiving official notification of its status.
2. Programs are required to send complete details pertaining to the appeal, along with a non refundable fee of \$1,000, to Orion Assessment Services of Canada within fifteen (15) working days of their notice of intent to appeal.
3. Upon receipt of the details of the appeal and the applicable fee, the President of Orion Assessment Services of Canada will appoint one evaluator from the initial Accreditation Approval Committee, and another evaluator not involved in any part of the initial review, to review the file and determine the accuracy of the initial accreditation decision.

In reviewing the file, the evaluators will examine:

- Copies of the application and related documents as initially submitted for preliminary review
- The report on the site visit
- Any related documents submitted by appellant program
- Written comments by the evaluator(s) responsible for the site visit
- Any other relevant documents

**Please Note:** Reports from other accrediting bodies will not be considered

4. The program is notified of the decision, in writing, within fifteen (15) working days of receipt of documents.
5. With respect to a previously accredited program that is under appeal, the program maintains its status as an accredited program during the appeal process. Should the appeal be rejected the program is immediately deleted from the LC list of officially accredited programs and must cease to use the LC logo in its publicity materials and marketing.
6. Where an appeal is upheld, the \$1,000 Appeals fee will be refunded.
7. Should the appeal be rejected, programs may re-apply for accreditation twelve (12) months following the appeal. Please note that the application will be deemed to be a completely new application and will be charged full accreditation processing fees.
8. Should a program not be satisfied with the outcome of the Appeal, they may forward their complaint to the Languages Canada Board for review according to the Languages Canada Dispute Resolution Policy.