

Appeals Procedures

Grounds for appeal

Assessment decisions for all courses are based on criteria published by the awarding bodies. You should be given a copy of the assessment criteria (standards) at the start of the course as part of your Induction. As a candidate you have the right to appeal against any assessment decision if you believe that the decision is unfair or unreasonable.

Awareness of the Appeals Process

Your assessor will explain the appeals process at the start of your course, and you will be asked to sign this procedure to confirm your understanding.

Stage 1: Informal Appeal

- 1.1 If you are unhappy with an assessment decision you should always discuss it first with your assessor. You should be prepared to explain why you think you have met the required assessment criteria, and you should be prepared to listen to your assessor's reasons.
- 1.2 In exceptional circumstances, if you feel very unhappy about discussing the issue with your assessor. You should contact the Director of Operations (centre contact) on 0203 793 4750.
- 1.3 If you are still unhappy with the assessment decision, you may then proceed to stage 2, the formal written appeal.

Stage 2: Formal Written Appeal

- 2.1 If you decide to make a formal appeal, you must fill in an appeal form within 10 working days of getting the original assessment decision. You can get an appeal form from your assessor or by contacting the exams team on 0208 617 0065
- 2.2 The written appeal will be sent to the Internal Verifier responsible for the course.
- 2.3 The Internal Verifier will discuss the issue with the assessor concerned, evaluate the evidence, where required will discuss the evidence with you and give a judgement.
- 2.4 The Internal Verifier will notify you of the decision, and the reasons for the decision, in writing and will give a copy to the Assessor.

Stage 3: Appeals Panel

- 3.1 If you are still unhappy after the Internal Verifier's decision, you may make a final appeal to the External Verifier at the Awarding Body the address will be given to you by the exams team on 0208 617 0065
- 3.2 The External Verifier will consider the evidence and give a judgement. Their decision will be final and binding. You will be notified in writing of the decision, and the reasons for the decision.

Last Updated: 30/11/2018

Updated by: David Joseph

Approved by: Board of Directors – November 2018

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I have read and fully understand the Appeals Procedure

Candidate Name (print).....

Candidate Signature..... Date.....

Should you be unhappy after escalating your complaint to the awarding body, the final point of escalation should be to the relevant qualification regulator ofqual.

See website below:

<https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>

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Appeals Stage 2

Candidate Appeal: to be completed by candidate

Candidate Name:.....

Assessor Name:.....

Qualification Title:.....

Unit/Module Title:.....

Nature of Appeal

Please use the space below to summarise the grounds on which you are making this appeal (you may attach any relevant documentation).

Candidate's Signature..... Date:.....

When completed please post or give this form to the Director of Operations

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Candidate Appeal: to be completed by Internal Verifier

Candidate Name:.....

Assessor Name:.....

Qualification Title:.....

Unit/Module Title:.....

Internal Verifier's Report

This appeal is Upheld/Denied* (*please delete as appropriate)

Revised decision (where applicable):

Actions to be taken:

Internal Verifier's signature.....Date:.....

Candidate sent copy of this report on.....

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Copy to Director of Operations