

APPEALS PROCEDURE

Purpose

- 1) Candidates have the right to challenge the assessment decision made by an assessor; assessors can appeal against decisions and actions of an Internal Quality Auditor and an IQA against those of an EQA.

Scope

- 2) This procedure is applicable to all NVQ, Diploma, Accreditation and Functional Skills processes.

Appeals Procedure

- 3) The following steps should be followed if a candidate wishes to appeal against an assessment decision:
 - a) The candidate should first discuss the reason for appeal with the assessor if possible.
 - b) If the candidate is still not satisfied with the assessor's final decision an appeal should be made using the Appeals Form at Appendix A.
 - c) The Internal Quality Advisor (IQA) should inform the Centre Co-ordinator within 5 working days that an appeal has been lodged.
 - d) The Centre Co-ordinator should inform the External Quality Assurance (EQA), within 5 working days of receipt that an appeal has been lodged and provide them with a written account of the appeal and subsequent actions.
 - e) If the candidate is not satisfied with the findings of the IQA (findings to be given to the candidate within 10 working days of receipt) then the appeal may be referred to the Awarding Body through the EQA who has been previously informed.
 - f) The EQA will examine the evidence and notify the Centre Co-ordinator, IQA, Assessor and Candidate in writing, of any decisions made.

Note

This Appeals Procedure falls in line with 'CSA Qualifications and Credit Framework Requirements for Approved Centres', as outlined in sections 10 – 13, including Conflicts of Interest.

Appeals Form

Candidate Name			
Assessor Name			
Internal Quality Advisor Name			
Date of assessment/decision			
Unit/s assessed			
Copy of Assessment plan attached			
Reason for the appeal (Copy of assessment plan/documentation attached)			
Candidates Signature:		Date:	
Tutor Comments:			
Tutor Signature:		Date:	
IQA Comments /			
Date appeal received:		Date of reply:	
IQA Name		Signature	