

Appeals Procedure

Every Learner on the programme has the right to fair, reliable and valid assessment and also constructive feedback from their assessor. If a Learner feels that they have been unfairly treated or they have not been assessed against the correct standards they have the right to appeal.

The appeals procedure and the importance it has will be explained to new candidates when they are registered on to the QCF qualification which they will be working towards.

If a Learner disagrees with an assessment decision made by an assessor they are able to appeal against the decision. Should the Learner wish to appeal, the following procedure needs to be adhered to:

Stage 1:

If the Learner feels that the assessment decision of the Learner is not acceptable they first need to request a meeting with the assessor to discuss why the evidence was rejected and not deemed to be suitable and sufficient. The meeting needs to be requested either during or straight after the assessment decision being made or no later than 7 days after the assessment has been carried out.

The assessor will need to reconsider the reasons for giving this decision and provide clear feedback on why they have come to the decision they have. If the assessor is upholding their original decision the Learner must be supplied with full information about what is required to meet the appropriate standard and why the evidence they have presented does not.

A meeting should take place where the Learner is shown and given a written copy of why the evidence they have submitted does not meet the required standard. Following the discussion, if the Learner accepts what the assessor has to say, then no further action needs to be taken. However, if the Learner still disagrees, the Learner and assessor need to complete the Learner Appeals Form and the process is taken into stage 2.

Both the Learner and the assessor for future reference should keep a record of this discussion.

Stage 2:

The completed appeal form, the evidence and the assessor's feedback should be passed on to the relevant internal verifier for them to review. The internal verifier will review all of the evidence and associated paperwork and make their decision within 5 working days of receiving the appeal form and evidence. The Learner and the assessor must both be informed of the internal verifier's decision in both verbal and written formats using the appropriate section of the Learner Appeals Form. If the Learner agrees with the findings then no further action is taken, however if they should still disagree, the process is then taken to stage 3.

Stage 3:

The internal verifier will pass all relevant evidence and documentation to the chief internal verifier for further action. The chief internal verifier will assemble an appeals panel consisting of:

- Another assessor from the same occupational area
- Another internal verifier from the centre
- An independent assessor from another location or centre

Stage 4:

The assessor and the Learner will be asked to make their case to the panel stating why they have come to the conclusion or decision they have made. The panel will review the cases and will respond to both the assessor and Learner in writing and orally of the decision they have made.

If the Learner still disagrees with the decision they can take the matter to the Awarding Organisation for the QCF/GRO. This will be given to the Learner when it is asked for.

Stage 5:

If there is still disagreement, the Candidate has the right to complain to the appropriate Regulatory Authority, contact details will be supplied by Awarding Organisation.

A copy of all Learner complaints and their outcomes will be kept in a central file should they be needed for further reference and to inform the appropriate External Verifier on their next visit.

All complaints will be discussed at relevant assessors meetings to ensure that all assessors are aware of what is happening within their occupational area and if information needs to be given to ensure the error if found does not reoccur.

Learner Signature Date:

Assessor Signature Date: