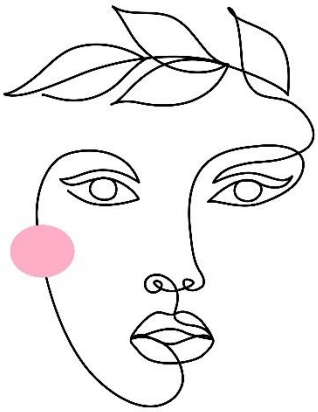


Appeals Policy

We are required as an assessment centre to operate an appeals procedure that learners – who are also referred to as candidates' assessors can use if they wish to challenge an assessment decision.

Awarding organisations insist that if a Candidate considers that the centre has not conducted an appeal in the agreed way, the Candidate can complain first to the centre and, if not satisfied with the response, then to the awarding organisation who will investigate the complaint and take appropriate action.

Establishing an Appeals Procedure

The appeals procedure must allow Candidates to challenge the outcomes of their assessment if they consider that the assessment has not been carried out properly. Candidates might appeal on a variety of grounds including, for example:

- The way in which the assessment was conducted.
- The adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements.
- The adequacy of the opportunities offered to demonstrate competence.

The outcomes of the appeal may be:

- Confirmation of the original decision
- Instructions that the assessment is reassessed by the same or a different assessor.
- A judgment that the evidence presented is adequate and a recommendation that the assessment decision be reconsidered.

If a Learner considers that the appeal procedures have not been carried out properly, they can make a further appeal to the centre and, if still dissatisfied, directly to the awarding organisation who will investigate a complaint and may decide to rectify the situation. The appeals procedures must embody the principles of natural justice, fairness, independence, objectivity, equal opportunities, anti-discrimination, and a consideration of special needs, in the application of the national standards.

The appeals procedures should:

- Identify the person with whom the appeal is lodged.
- State the form in which the appeal is made.
- Incorporate an appeals panel (or its equivalent), which is objective and independent.
- Make clear the times within which appeals may be lodged and must be decided.

If unhappy with the outcome of an assessment decision, a Learner may appeal using the procedure outlined on the next page. If you are unsure about any part of the procedure, please speak to Paige Joyce on 07542548199.

Candidate Appeals Procedure

Clinic Name: _____

Candidate name: _____

Date of appeal: _____

Appeal lodged with: (see note 1) _____

Grounds of appeal: (see note 2) _____

Appeal procedure (see note 3) _____

1. _____
2. _____
3. _____

_____

Outcome of appeal (see note 4) _____

Notes:

1. The appeal must be lodged with the Head of Centre
2. Insert a brief description of the grounds of the appeal (i.e. the reason it is made)
3. The appeal panel must include the head of centre – and where possible, two other assessors who were not involved with the original assessment decision.
4. A copy of this document (including the outcome) must be sent to the Training Director