



Registered Company Number: 9281141.
UK Provider Reference Number (UKPRN): 10047966

Appeals Policy and Procedure

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The Centre's Appeals Procedure allows candidates who are registered at the Centre to challenge the outcome of their assessment at the level of a unit/module/component if they consider that the assessment has not been carried out properly.

An appeal could be based for example on the following:

- The conduct of the assessment
- 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 in order to demonstrate competence or attainment

Stage 1:

If a candidate wishes to appeal, this appeal should be lodged, in writing, to the Lead Internal Quality Assurer/Quality Co-ordinator, within 20 days of them being notified of the assessment decision.

Stage 2:

The Training Centre's Quality Co-ordinator will attempt to find a solution with the candidate, assessor/tutor and internal verifier, for example through another assessment or re-consideration of the evidence/work

Failing this:

Stage 3:

A date is set for the Appeal to be considered by an appeals panel.

The Centre will notify its appropriate regulatory authorities or External Quality Assurer that an appeal has been lodged and gives details of how it will be heard, including the composition of the panel. The appeals panel meets to consider the appeal within 28 working days of receiving the written appeal. Full accounts are required from all parties involved in the assessment. No one involved in the original assessment can be included on the panel.

Candidates will be supported making the appeal.

Appeals will be dealt with within a period of 28 days from receipt of the written appeal.

Complaints will be dealt with within a period of 28 days from receipt of the written complaint.

This is the final internal stage at the organisation. If candidate is not happy with outcome of stage 3 and wish to take it further can contact the appropriate regulatory authorities or External Quality Assurer