

## APPEALS PROCEDURE POLICY

### INTRODUCTION

As part of the QCA's Common Code of Practice and Awarding Organisations requirements learner should have access to fair and reliable assessment in which (s)he plays a full part. If this 'access' is to be meaningful the learner has the right to appeal against assessment decisions which are unclear or seem unfair.

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### STAGE 1

The learner should raise the issue with the assessor during/at the end of an assessment session or within 7 days of the assessment.

The assessor must reconsider the reasons underpinning the decision and provide clear feedback. If the assessor is upholding the original assessment decision, then the learner must be provided with full information describing what is required to demonstrate their competence.

This should be provided in writing and relate specifically to the standards relevant to the assessment decision.

If the learner remains unhappy with the decision, the learner then completes an Appeals Form which will be forwarded to the internal verifier.

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### STAGE 2

The Internal Verifier reviews all evidence and assessment records in order to consider the appeal. A decision should be made within 5 working days and the learner and assessor must be informed orally and in writing using the appropriate section of the Appeals Form.

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### STAGE 3

The third and final stage involves the right of appeal to the Assessment Appeals Panel. The Internal Verifier/Examiner should pass all records to the Programme Manager.

- the Programme Manager will convene an Appeals Panel consisting of,
- the Programme Manager a different assessor
- an independent assessor/internal verifier

Both the candidate and assessor will be invited to make their case to the Panel.

The Panel will reach its decisions within 10 working days.

**Results of the appeals panel will be final.**

Details of the appeal will be made available to the External Verifier/Examiner.

Awarding Organisations will be involved as an awarding body with information supplied by the External Verifier/Examiner. The External Verifier/Examiner is charged with ensuring the integrity of the process and is able to provide advice, but he/she will not be involved in the appeals process itself either as a panel member or arbitrator.

Awarding Organisations will respond to direct requests from students, trainees, parents and employers seeking advice on making an appeal.

If the centre's appeals procedure has been exhausted and the candidate is still dissatisfied, he/she can make a final appeal to the AO's Quality Operations General Manager.