

Learners wishing to appeal must do so within 10 working days of receiving their disputed assessment decision and are advised to keep copies of all documents relating to the appeal.

It is the responsibility of the Training Manager to ensure that this procedure is published and accessible to all personnel, learners and any relevant third parties.

Stage 1

The appeal should be made, in the first instance, to the assessor who made the original assessment decision. This should be in writing, using the Learners Appeal Form 1 provided. The assessor should explain their rationale for the decision that is being disputed. The assessor is required to record an overview of the appeal and the outcome of the decision and forward this to the Training Manager to retain with the centre's assessment and appeals records.

Stage 2

If learners remain dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then they are required to appeal in writing to the Training Manager within 10 working days of the Stage 1 process, using the Learner Appeals Form 2.

Learners are required to provide as much information as possible regarding the disputed assessment decision. When completing the Appeals Form 2, information should include:-

- The date and type of assessment (i.e. observation of practical work, assessment of a set task/assignment/results of an internally assessed paper)
- The name of the assessor involved
- A brief outline of the reason for the Appeal
- Any associated documents (i.e. learner evidence, record of feedback from the assessor involved).

The Appeal will be acknowledged in writing within 10 working days of receipt and outline the course of action to be taken. The Training Manager will carry out an investigation, ensuring that another appropriately qualified assessor and/or internal verifier is involved in the review. The Learner will receive a written outcome of their Appeal within 20 working days with the finding and a decision, which will be either:-

- Uphold the original assessment decision
- Offer the learner an opportunity to resit/reassessment free of charge (where assessment rules allow)
- Overturn the original decision

These decisions will be recorded on the Learner Appeal Form 2.

The decision will be communicated to the original assessor and copies of records of appeals are retained with the assessment and appeals records. These records will be retained for a minimum 7 year period

Stage 3

If learners have followed Stage 1 and Stage 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the awarding body within 20 working days of the decision being communicated to them by the recognised centre.

Signature:



Name: Derek White
Title: Training Manager
Date: 01 March 2019
Review: April 2020

APPEAL FORM – STAGE 1

Learner's Name:	
Date of assessment:	
Name of assessor (against whom decision the appeal is being made)	

Nature of the Appeal

Details of Original Assessment Decision:			
Learners signature		Date:	

To be completed by the assessor

Date of meeting:	
Assessor Response:	

Signed:			
Assessor:		Date:	
Learner:		Date:	

APPEAL FORM – STAGE 2

Stage 1

Before completing this form, learners must follow Stage 1 of the appeals procedure, by appealing to the assessor who made the assessment decision.

Stage 2

Learners are required to complete this form and forward it to the Training Manager to make a formal appeal, if they are still dissatisfied after having appealed to their assessor.

Learner name:	
Learner Registration Number:	
Date appeal submitted:	
Address:	
Email address:	
Contact number:	
Date of assessment:	
Name of assessor (against whom decision the appeal is being made)	

Describe the reasons for your appeal as fully as possible. Please include **copies** of any associated documents (e.g. learner evidence, record of feedback from the assessor involved). Learners should keep a copy of this form.

Type of Assessment and Nature of the Appeal
Please attach an additional sheet, if necessary

Details of Original Assessment Decision	
Please attach an additional sheet, if necessary	
Signature of Learner	Date

Date of appeals meeting:	
Meeting attendees:	
Details of the meeting:	
Outcome of the meeting	
Uphold the original assessment decision	
Offer the learner an opportunity for a resit/reassessment free of charge	
Overturn the original decision	

Signed			
Training Manager:		Date:	
Learner:		Date:	

Upon receipt of the appeal the Training Manager will contact the relevant person required to conduct an appropriate review of the evidence and reassess the learner's work against the assessment criteria for the qualification where required. One of the following decisions will be communicated to the learner by the Training Manager in writing within 10 working days of the decision having been made. This will be either:

- Uphold the original assessment decision
- Offer the learner an opportunity for a resit/reassessment free of charge
- Overturn the original decision

These decisions will be recorded on the Appeal Form 2.

The decision will also be communicated to the original assessor with copies of the records of appeals being retained with the assessment and appeals records.

Stage 3

If learners have followed Stage 1 and Stage 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the awarding body within 20 working days of the decision being communication to them by the recognised centre.