

Candidate Appeals Procedure



Rationale

1. All Delegates have the right to challenge the assessment decision made by an Assessor.

Range

2. This procedure is applicable to all accredited courses where an awarding body is involved.

Candidates Appeals Procedure

3. The following steps are to be followed if a candidate wishes to appeal against an assessment decision:
 - a. The candidate should first discuss the reason for appeal with the Assessor if at all possible.
 - b. If the candidate is not satisfied with the Assessor's final decision an appeal should be made using the Appeals Form at AnnexA.
 - c. The Head of Centre should inform the Lead IQA that an appeal has been lodged within 5 working days.
 - d. If the candidate is not satisfied with the findings of the Head of Centre (findings to be given to the candidate within 10 working days of receipt) then the appeal may be referred to the appeals panel who will be made up of individual/s within the company who are in a position to be objective about the situation.
 - e. If the situation cannot be resolved the Lead IQA should inform the awarding body that an appeal has been lodged within 5 working days of receipt and provide them with a written account of the appeal and subsequent actions.
 - f. The awarding body will examine the evidence and if deemed necessary speak to all concerned and then notify the Lead IQA, Head of Centre, Assessor and Candidate in writing, of any decisions made.

Note

Comprehensive records should be made of any appeal and subsequent actions and findings in line with the Scheme rules.

Document Reference	Revision Status	Document Author	Date	Page
CAP 1	Rev 1	Colin Wells	March 2019	1 of 2

Candidate Appeal Form

Centre Name:		
Course Title:		
Date of Decision:		
Delegate Name:		
Assessor Name:		
Head of Centre Name:		
Appeals panel name/s:		
Delegate's summary of reason for appeal – To be completed by the Delegate		
Delegate Signature		Date
Assessor's summary of situation – to be completed by the Assessor		
Assessor Signature		Date
Head of Centre comments – to be completed by the Head of Centre		
Head of Centre Signature:		Date
Appeals Panel comments – to be completed by a member of the Appeals Panel		
Appeals Panel Signature's:		Date
EQA comments – to be completed by the EQA		
EQA Signature		Date