

Appeals procedure for candidates

TUTORS PLEASE NOTE:

The tutor should make it clear to all candidates at the start of a course that they are responsible for informing the tutor of any situation, before the exam, which may have an effect on their performance during the examination process. This will give the tutor enough time to find an alternative solution for the candidate and also inform the examining body of the situation.

What is classified as an appeal?

The Appeals procedure allows any candidate to appeal against a result achieved in an assessment.

The Process

Stage 1

A candidate who wishes to make an appeal must give full information regarding their appeal in writing on the specified appeals form. The written application must include:

- the date and course
- reason for appealing
- relevant documents e.g. candidates evidence and feedback from assessor
- all those who may be involved including trainers name.

The appeal form must be given back to the centre within 14 days of the course.

If the centre feels that the written application is lacking in information the candidate will be asked to present any supplementary details which will assist the centre to come to a decision.

If after assessing the request to appeal the centre feels that the appeal is based on inefficient grounds the candidate will be informed in writing. However, if the centre feels that the appeal should proceed further, it will establish an Appeal Panel and the candidate will still be notified in writing so the candidate is given the opportunity to choose between an oral hearing and a written statement.

Stage 2

Whether it is an oral hearing or a written statement in both cases the candidate must provide full information regarding the appeal. If the candidate has decided to choose an oral hearing they should be aware of the time, date and location of the hearing. All those related to the candidate who will be present at the hearing must be listed and it is the candidate's job to inform the centre of all the people attending the hearing and give any useful details related to the members.

Both, the centre and the candidate must be aware of all personnel who will attend the hearing, at least three days before the hearing date. If the candidate feels that there is

someone at the hearing that they disapprove, they must present in writing the name and reason of disapproval to the centre. The centre will decide whether to exclude any member from the hearing and will notify the candidate of the decision.

NOTE: If the candidate is not present at the hearing it is the Panels' choice if they wish to proceed with the hearing or postpone it.

One of the following decisions will be communicated to the candidate in writing within 10 working days of the decision having been made. This will be to either:

- uphold the original assessment decision
- offer the candidate an opportunity for a re-sit/reassessment free of charge
- overturn the original decision.

Stage 3

If candidates have followed Stage 1 and 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the relevant awarding body within 14 working days of the decision being communicated to them by the centre. All Stage 3 appeals should be sent to the respective awarding organisation that the candidate has been registered with.

Our designated appeal officer is Umais Zahid.

Candidate Appeal form – Stage 1

The candidate may use this form to appeal against the outcomes of an assessment decision to the assessor.

Candidate's name:	
Date of assessment:	
Candidates registration number:	
Date appeal submitted:	
Address:	
Contact number:	
Name of assessor:	

Nature of the appeal:

To be completed by the assessor

Date of meeting:	
Assessor Response:	

Signed:			
Assessor:		Date:	
Candidate:		Date:	

Please return to: 1079 Mollison Avenue, EN3 7NE

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

Candidate Appeal form – Stage 2

Stage 2

Candidates are required to complete this form and forward it to an appeals officer to make a formal appeal, if they are still dissatisfied after having appealed to their assessor.

Candidate name:	
Date of assessment:	
Registration number:	
Date appeal submitted:	
Address:	
Contact number:	
Name of assessor:	

Nature of the appeal:

Details of original assessment decision:			
Candidates signature:		Date:	

Please return to: 1079 Mollison Avenue, EN3 7NE

To be completed by Head of the Centre

Date of appeals meeting:	
Meeting attendees:	
Details of the meeting:	
Outcome of the meeting:	
Uphold the original assessment decision	
Offer the candidate an opportunity for a re-sit / reassessment free of charge	
Overturn the original decision	
Signed:	
Candidate:	
Head of the centre:	

A Copy of this policy is available at the centre on demand and advertised on our website