

Policy

Candidates have the right to appeal against an assessment decision on the grounds that they disagree with the decision or that they consider that the assessment process has not been conducted fairly and reliably.

Procedure

A candidate who wishes to appeal must make an appeal in writing. The written appeal must be received by the Competency and Assessment Manager within 3 working days of the assessment being carried out.

The Competency and Assessment Manager will collect all documentation from the Assessor and Candidate and forward it to a nominated Internal Verifier (D34 or V1 qualified) within 7 days of receiving the written appeal.

The nominated Internal Verifier will review the assessment documentation and discuss the appeal with the Assessor and Candidate.

Within 14 days of the review of the assessment the Internal Verifier will inform the Assessor and Candidate of the decision on the assessment in writing. The Assessor and Candidate will be asked to sign a copy of the decision letter to confirm their agreement.

If the decision is still not agreed by all parties then the Competency and Assessment Manager will arrange a meeting between the Candidate, the Assessor and the Internal Verifier with a view to agreeing the decision on the assessment. If the decision still cannot be resolved by agreement of all concerned, arrangements will be made for the candidate to be re-assessed by another Assessor.

At the planning stage of every assessment, Candidates will be asked to sign a copy of this Appeals Policy and Procedure to record their awareness of the policy and their understanding of the process.



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