

Appeals Policy

Following assessment using observations, questioning, simulation or other sources of evidence as required the Assessor will give the decision and feedback to the candidate.

If the candidate is competent the Assessor will mark the appropriate form and sign. The Candidate can then continue to be assessed on other tasks units necessary.

If the Candidate is not yet competent the Assessor will give the decision and feedback and explain why this decision has been reached and suggest further training/evidence and/ an action plan to reach competency.

Should the candidate disagree:-

- ❖ In the first instances, the candidate should address the issue with the assessor who made the assessment decision – where possible an outline of the problem and the main points of disagreement should be documented.
- ❖ If, after discussing the problem with the assessor, the matter is still not resolved, the candidate should address the problem to his / her internal verifier and / or the Centre Manager with details of the appeal and provide copies of all relevant documentation.

All candidate appeals received will be investigated in full within 2 weeks and if the matter is still unresolved the candidate refer the appeal to the Awarding Body through the external verifier for final decision in a case where a resolution cannot be achieved.

During verification visits, external verifier will be looking to see that this appeals procedure has been implemented within the Centre and communicated to all those involved in the system.