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Assessment Centre Appeals Procedure For Qualifications

APPEAL AGAINST OUTCOME OF ASSESSMENT OF QUALIFICATION POLICY

Every Candidate shall be entitled to appeal against any internal assessment made of his/her work within the following framework without fear or favour in accordance with the grounds for appeal specified below

1. SCOPE

- 1.1 This document provides a framework for the procedure for appeal and must be used by all Assessors / Trainers. Any Assessor / Trainer wishing to adopt variations to this framework must seek approval from the Head of Development (HoD).
- 1.2 The framework applies only to assessments within the control of Global Educ8tions Assessment Centre.

2. PRINCIPLES

- 2.1 CANDIDATES HAVE THE RIGHT TO APPEAL WITHIN 15 WORKING DAYS OF AN ASSESSMENT DECISION.**
- 2.2 All Candidates must be informed on registration / induction through the appropriate induction process of their right to appeal within 15 working days of an assessment decision.
- 2.3 Any Candidate not satisfied with an assessment should first attempt to resolve the disagreement informally with the Assessor concerned or through their Trainer / Advisor.
- 2.4 All appeal procedures will be conducted in accordance with the requirements and procedures for assessment and appeals prescribed by the relevant awarding organisation.
- 2.5 The only grounds for appeal are:
 - assessment criteria, method, location and timing were not made clear and agreed in advance
 - assessment did not take place as negotiated in advance
 - the Candidate was discriminated against or disadvantaged by any aspect of the assessment procedure
 - administrative error.
- 2.6 Global Educ8tions Equal Opportunities Statement, and any other relevant policies shall be applied proactively throughout the appeals process.
- 2.7 The Candidate shall be entitled to support from a person of their choice.
- 2.8 Each stage of any appeal shall be fully documented using the Global Educ8tions Appeals Form and records kept by the Internal Verifier with copies to the HoD.
- 2.9 The whole internal cycle must be completed within 8 weeks. There may be exceptional circumstances where the timescale for each stage of the procedure cannot be achieved, for example staff holidays or illness, in which case reasons must be given in writing by the Internal Verifier to the Candidate, Assessor concerned and HoD.
- 2.10 A copy of the Appeals Procedure is permanently available at Global Educ8tions. Any Candidate will be given a copy of the Appeals Procedure when first making an appeal, or earlier if requested.

3. PROCEDURE FOR APPEAL

- 3.1 Stage 1
- 3.1.1 Any Candidate not satisfied with an assessment must first discuss this with the Assessor concerned to attempt to resolve the disagreement informally. A written record of this discussion must be made, signed by both parties, and forwarded to the Internal Verifier.
- 3.1.2 If no agreement can be reached a written request for re-assessment, giving grounds for the request, must be made by the Assessor to the Internal Verifier within 10 working days of

the informal discussion. The Internal Verifier will notify the HoD of receipt of the appeal together with a copy of the written request.

Stage 2

3.1.1 If the Internal Verifier does not support the request for re-assessment the Internal Verifier will inform the Candidate, Assessor and HoD in writing with reasons.

3.1.2 If the Internal Verifier supports the request for re-assessment, the internal verifier will appoint an appropriately qualified second-line assessor to re-assess the work within 10 working days of receipt of the request. The second-line assessor will notify the internal verifier of the outcome of the re-assessment and the Internal Verifier will notify the Candidate, original Assessor, and HoD.

3.2 Stage 3

3.2.1 If the Candidate does not accept the Internal Verifier's decision and wishes to continue with the appeal, s/he must notify the Internal Verifier in writing and pay in advance £50 to cover the costs of re-assessment. In the event of the appeal being upheld, the payment will be returned.

3.2.2 If the Candidate wishes to appeal against the outcome of the re-assessment, s/he must lodge the appeal with the Internal Verifier giving a full explanation in writing, within 10 working days of the re-assessment.

3.2.3 The Internal Verifier will immediately acknowledge receipt of any appeal and give a copy of the appeal to the HoD and the Assessor/s concerned.

3.2.4 The Internal Verifier will convene an Appeal Panel chaired by the HoD or delegated senior manager consisting of a minimum of 2 appropriately experienced, independent and qualified Assessors, which may NOT include the internal verifier, within 10 working days of receipt of the appeal.

3.2.5 Both the Candidate and original Assessor/s will be invited to attend the Panel's discussion.

3.2.6 The Appeal Panel will seek to find a solution with the Candidate and Assessor/s through further assessment or reconsideration of evidence.

3.2.7 The Candidate, Assessor/s and Internal Verifier will be advised in writing of the decision of the Appeal Panel.

3.3 Stage 4

3.3.1 If no agreement can be reached, the internal verifier will notify the External Verifier and request implementation of the Awarding Organisation's external Appeals Procedure. The HoD will be informed of the outcome.

4. DEFINITIONS

4.1 **Assessment** refers to the assessment or grading of the candidate's competence, knowledge, skills, ability or progress. Evidence may be in the form of:

- Observation of performance & related questioning
- Testimonial support relating to current or previous experience i.e. employment, unpaid activities, work experience
- Case studies, oral questions
- A test script, written answers to questions
- Reflective accounts, projects & assignments, professional discussions.

4.2 The **Internal Verifier** is the person with responsibility for:

- ensuring standardisation of assessment procedures and practices to maintain quality assurance
- liaising with the External Verifier and the awarding organisation

5. RECORDING DOCUMENTATION

See attached at the end of this procedure:-

- Stage 1 - Record of Initial Discussion of Assessment Decision (API/1).
- Stage 2 - Record of Internal Verifier's Decision in Appeal against Assessment (AP2/2).
- Stage 3 - Candidate Response to Internal Verifier's Decision (AP3/3)
 - Record of Appeal Panel Hearing (AP3/4).
 - Notification of Appeal Panel Decision (AP3/5).
- Stage 4 - Letter to Awarding Organisation and subsequent documents.

6. MONITORING

- 6.1 The Internal Verifier will monitor the use of these procedures by her/his staff and provide staff development and counselling where appropriate.
- 6.2 The Internal Verifier will ensure that samples of all recording documents are available when needed and that all completed documents relating to an appeal are held in the Centre Office with copies sent to the HoD within 5 working days of the conclusion of Stage 3.
- 6.3 If action is taken at Stage 4 the Internal Verifier will liaise with the Awarding Organisation and inform the HoD within 5 working days of the conclusion of Stage 4.
- 6.4 At the conclusion of the Appeal, copy of all documents will be forwarded to the Learning & Skills Manager for central monitoring.
- 6.5 The HoD will receive an annual report on the operation of the Appeals Procedure.
- 6.6 The above information will be broken down by qualification, level, ethnicity, age and gender of the candidates concerned.
- 6.7 These procedures will be reviewed annually and, if appropriate, revised and re-submitted to the HoD.

Support for Candidates.

Candidates can obtain support and advice from Global Educ8tions Assessment Centre Staff.

Please note that members of staff are not able to provide any advocacy or representation for Candidates as this may lead to a conflict of interest.



APPEALS PROCEDURE

STAGE 1 – RECORD OF INITIAL DISCUSSION OF ASSESSMENT DECISION - AP1/1

Candidate Name:..... Awarding Organisation No:.....

Qual Aim..... Assessor:.....

Work Assessed.....

Unit Decision:.....

Reasons for Candidate's dissatisfaction

Assessor Response.

Notes of discussion (attached)

OUTCOME

1. Assessor decision stands..... 2. Candidate accepts decision

3. Assessor decision modified:.....

4. Candidate accepts modified decision.....

5. Candidate requests re-assessment.....

Candidate signature:..... Date:.....

Assessor Signature:..... Date:.....

REQUEST FOR RE-ASSESSMENT

To:(internal Verifier) Date:.....

IV signature on receipt..... Date..... Copy to HoD on.....



APPEALS PROCEDURE

STAGE 2 – RECORD OF INTERNAL VERIFIER’S DECISION IN APPEAL AGAINST ASSESSMENT AP2/2

Internal Verifier’s Name:.....

Candidate’s Name..... Awarding Organisation No:.....

Work Assessed..... by:

Request for re-assessment not supported because

IV Signature:..... Date:.....

Request for re-assessment agreed because

Work to be re-assessed by:.....

RE-ASSESSMENT REPORT

SPECIMEN
COPIES AVAILABLE FROM ADMINISTRATOR

Re-assessment decision.....

Second – Line Assessor signature..... Date:.....

Copy sent to IV on:.....

Decision notified to candidate (with copy of AP3/3), Assessor, HoD on:.....



APPEALS PROCEDURE

STAGE 3 – CANDIDATE’S RESPONSE TO INTERNAL VERIFIER’S DECISION – AP3/3

Candidate’s Name.....

Assessment title.....

The Internal Verifiers decision following your request for re-assessment of the above.

Signed by Internal Verifier:..... Date:.....

Please complete the appropriate section below (delete response not applicable) and return this form to the Internal Verifier.

I accept the Internal Verifier’s decision not to re-assess my work

OR

I do not accept the Internal Verifier’s decision not to re-assess my work and wish to continue with the Appeal. I will pay £50 in advance to cover the costs of re-assessment.

Signature:..... Date:.....

I accept the outcome of the re-assessment of my work

OR

I do not accept the outcome of the re-assessment of my work for the reasons given below and wish to continue with the Appeal.

Signature:.....Date:.....

Receipt acknowledged by Internal Verifier on.....

Copy to HoD on:.....

Appeal Panel convened: Date:..... Time:..... Place.....

Candidate and Assessor informed on



APPEALS PROCEDURE

STAGE 3 – RECORD OF APPEAL PANEL HEARING – AP3/4

Appeal Panel Members : Chair.....

.....

.....

Date, time, place:

Attendees:.....

Notes:

SPECIMEN
AVAILABLE FROM ADMINISTRATOR

Decision of Appeal Panel:

Signed by Chair..... Date.....

Notification of Appeal Panel Decision (AP3/5) to Candidate, Assessor, HoD on:.....



APPEALS PROCEDURE

STAGE 3 – NOTIFICATION OF APPEAL PANEL DECISION –AP3/5

To Candidate:.....

Copy to Assessor and Internal Verifier:.....

The Appeal Panel met on:.....

The decision of the Appeal Panel is:

SPECIMEN
ABLE FROM ADMINISTRATOR

Signed by Appeal Panel Chair:.....Date:.....

You may find it helpful to discuss the Appeal Panel's decision with the Assessor and / or Internal Verifier. Please complete and return this section, deleting responses as applicable.

To:.....Appeal Panel Chair

I accept the Appeal Panel's decision

OR

I do not accept the Appeal Panel's decision for the reasons given below. I request implementation of the Awarding Organisation / external Appeal Procedure.

Candidate signature:..... Date:.....