

Educ8tions Ltd.



Complaints and Appeals Procedure  
(CaAP)  
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### Document Control

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**Author:** Vonley Joseph  
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### Change History

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0.1	01 <sup>st</sup> August 2016	First draft	Vonley Joseph
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Where you have a specific complaint or appeal regarding NVQ the following procedures will enable you to. Raise a complaint about our interactions or decision and receive an answer quickly. Appeal against our assessment decision and have the right of a full and impartial review of the decision:-

All candidates may use the Complaints Procedure or the Appeals Procedure whether or not informal channels have previously been employed in an attempt to resolve the matter.

### **Complaints Procedure**

A potential or current NVQ Candidate with an unresolved complaint about NVQ other than the assessment process should raise the matter in writing with the Quality Assurance Co-ordinator (QAC) within 20 working days of the incident.

Ground for complaint (but not necessarily) include: unfair exclusion from the NVQ assessment process; complaints about assessment contracts or their implementation; lack of opportunities for gathering evidence within workplace etc. *(Complaints about discriminatory behaviour will be dealt with via the Equal Opportunities policy.*

The QAC will normally respond in writing within 7 working days with a decision about the complaint and clear reasons for this.

If the person making the complaint is not satisfied with the decision of the QAC or if the complaint concerns the QAC then a written complaint should be made to the Lead Internal Verifier who will normally respond in writing within 7 working days.

Where the person making the complaint/appeal is still not satisfied, they should as a final resort appeal directly to the awarding body.

Unless specifically agreed, all parties concerned must adhere to the various Time limits set out.

The complaint /appeal is to be kept confidential by all parties involved.

Details of all official appeals will be kept on file and reviewed by the NVQ Assessment Centre Management Board at their meetings.

Data on complaints, responses and appeals will be reviewed quarterly by the NVQ management board. This information will not utilise specific names and will be treated confidentially with the sole purpose of reviewing NVQ practices.



## Appeals Procedure

### The Appeals procedure embodies the following principles:

That a candidate may appeal only on grounds that the assessment procedure has not been properly carried out.

That if any appeals committee or panel decides that an appeal should be upheld its decision must be in the form of a recommendation that the Assessor reconsider the decision in the light of the evidence available or that another Assessor be invited to repeat the assessment process.

That the members of any appeals committee or panel should not include persons directly involved in the original assessment decision.

**How to use the Appeals Procedure:** - The following guidelines will enable candidates to:

Become familiar with an appeals procedure and therefore empowered to make decisions.

Make contact with relevant people identified.

Appeal against a decision that they are not happy with because they feel the approved assessment procedures have not been followed.

**When to use this Procedure** – This procedure can be used when a candidate has been assessed in the workplace by the Assessor and is unhappy with the decision and/or process. In other words they feel the approved assessment procedures have not been followed.

If a candidate wishes to take out an appeals procedure she/he needs to:

### Step ONE

Inform the Assessor that she/he is not happy with the decision or process and ask to arrange a time to discuss this with them. If they can come to share a decision that they are both happy about then they need not proceed any further. However, if they cannot agree then the candidate must proceed with an appeal. This assessor and candidate must reach agreement within 14 days of the appeal being raised or the candidate must proceed with the appeal.

### Step TWO

Make contact with the Internal Verifier stating that the assessment procedures have not been properly carried out. The Internal Verifier will try to resolve the problem at this stage. The Internal Verifier is to consider the appeal and respond within 14 days. If the candidate is still not satisfied with the outcome she/he may proceed with a notice of appeal.



### Step THREE

**Notice of Appeal** –The candidate will then be advised to lodge a notice of appeal to the QAC by writing advising of the details relating to how the assessment procedures have not been properly carried out. The QAC is based at Educ8tions Ltd head office.

**NVQ Management Board** Details will then be forwarded to the NVQ Management Board Chair, who will arrange an appeals meeting which must then convene within 20 working days of receiving the notice of appeal. The QAC will be present to hear the full circumstances of the appeal and to ensure objectivity and independence.

At the appeal meeting the candidate may be accompanied by another person for support or to act as their advocate.

### Members of the NVQ Management Board

Members of the Management Board should not include any persons directly involved in the original assessment decision.

Members will include Quality Assurance Co-ordinator, Centre Director's, Centre Administrator, Lead Internal Verifier's & an Independent Assessor.

The Management Group the candidate, the Assessor and Internal Verifier will be informed in writing of the Appeal Panel's decision, the reasons for their decision and their recommendations within 7 days of the panel meeting.