Appeals Procedure

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| HEADING | **SECTION CONTENT** |
| Background and Aims | The Appeals Procedure has been created to provide an effective system to deal with disputed outcomes of assessment and grading. Students on all courses at Ellis Training Works should be made aware that an appeals procedure exists and how it works at induction.  Any student who disagrees with an assessment decision should discuss this with their trainer or assessor as soon as they can. The student should be supported and given full feedback so that the student understands the basis upon which the assessment was made. If it is appropriate the trainer or assessor could provide an additional opportunity for assessment. If the student is still dissatisfied they should then take their appeal to the Internal Verifier. The process is described below. |
| Internal Assessment Decision | If the appeal has not been resolved between the assessor and the student an appeal must be formally lodged with the Internal Verifier for the programme. This must be in writing and signed. The candidate can access the support of a scribe and/or advocate. A neutral assessor will be allocated by the Internal Verifier (IV)to carry out a further assessment, which should take place within five working days of the written appeal being received by the IV, (or at the first opportunity and allowing for timely completion of the qualification). The candidate should be made aware of alternative assessment strategies if appropriate.  The IV and assessor will communicate the assessment decision to the learner no later than five days after the assessment.  If the candidate continues to pursue the appeal, it must be referred to an Appeals Panel within ten working days. The Appeals Panel consists of the Managing Director and the Internal Verifier, who will consider evidence from the candidate and the assessors and judge whether the assessment is fair and accurate. The External Verifier (EV) may be consulted if required. The Panel will meet within ten days of the appeal being referred and the result communicated to the learner no later than five days after the Panel has met. The decision of this Panel will be final. |
| External Assessment Decision | If a candidate wishes to appeal against an external assessment decision, the appeal must be lodged, in writing, (the candidate may request the support of a scribe or an advocate) with the Managing Director within one week of receipt of the assessment decision. This appeal will be referred to the External Board according to their specific regulations. Ellis Training Works will have copies of their specific regulations. |