

APPEALS PROCEDURE

The Appeals procedure should be used where a learner is unhappy with any stage of the assessment process, and they have been unable to resolve this directly with the tutor concerned. An appeal can be made against any decision made by the candidate's tutor once the assessment of the unit has been completed.

The following are considered grounds for appeal:

- The candidate disagrees with the assessment decision as set against their course performance criteria.
- The candidate is dissatisfied with the way in which the assessment was carried out.
- The candidate is dissatisfied with the number of opportunities offered to demonstrate competence.
- The candidate experiences bias/discrimination in the assessment process in terms of equal opportunities.

In the first instance the candidate should try to resolve the issue with the tutor, where appropriate. If this does not resolve the issue, then the Internal Quality Assurer (IQA) should be involved. If this fails to resolve the issue then the following appeal should be made in writing.

An appeal in writing must be made within 4 weeks of the candidate being informed on an assessment decision. The appeal should be sent to:

Emma Henigan (Managing Director)
 VTS, Chalkwell Lawns, 648-656 London Road, Westcliff-on-Sea,
 Essex SS0 9HR

Within 5 working days of the appeal being received, the Director will contact the candidate, the tutor and the IQA to try to resolve the matter by exploring mutually acceptable solutions. Possible solutions that can be considered are the re-assessment of performance by an alternative tutor, the re-evaluation of performance evidence by the original tutor, or the assessment of performance evidence reviewed by the Quality and Operations manager.

If no agreement can be made, the Director will set a date for the Appeals Panel to meet within 15 working days of receiving the appeal.

The Appeals Panel

The Appeals Panel should consist of 3 people who have not been involved with the particular assessment.

The Panel will give everyone involved the opportunity to present their account of the matter under appeal. This can be done verbally or in writing. If so desired, those involved may give their account in the absence of others involved in the matter. The Panel will consider the matter and records their decision. They will then notify the parties involved of that decision within 5 working days.

Possible decisions can be:

- The evidence presented does demonstrate competence and the original decision should be reconsidered by the original assessor/tutor.
- The original decision is upheld.
- The candidate be reassessed by the original tutor.
- The candidate should be reassessed by a different tutor.

If the candidate is still not satisfied with the outcome of the appeal a further complaint can be made to our governor and if still not satisfied, to the relevant Awarding Body or End Point Assessment organisation. Information on how to do this is available from the Director. Should the candidate still be unsatisfied with the awarding bodies outcome the awarding body will provide them with the details to escalate to their regulatory body.

All appeals will be declared at External Quality Assurance inspections, along with all notes and decisions made through the Appeals Panel and discussions outside of the Panel.