

## **Appeals Procedure**

If a candidate wishes to appeal against an assessment decision, the following steps should be observed:

1. The candidate should first discuss the reason for appeal with their assessor. This should ideally be done as soon as possible after the assessment decision.
2. The assessor must consider the reasons for the appeal and must give the candidate a response within 24hrs, backed up in writing, of the assessment decision and a new decision, or confirmation of the original decision.
3. If the candidate is not satisfied with the assessor's final decision, the assessor should be informed immediately and an appeal form (available on request) should be completed by both the candidate and assessor.
4. The assessor should inform the relevant internal verifier (IV) that a formal written appeal has been lodged within 24 hours of the appeals form being completed, and provide the appeals form and any other relevant details to the IQA.
5. The IQA will reconsider the assessment decision taking into account the candidate's reason for appeal, the candidate's evidence and associated records and the assessor's reason for the assessment.
6. The IQA must give the candidate the reconsidered decision, in writing, within five working days of receiving the appeal.
7. If the candidate is not satisfied with the findings of the IV then the candidate has the right to go to another IV and must inform the IV that they wish to do so.
8. The IQA must provide the appeals form, assessment record sheets and any other relevant details to the Managing Director (as the Awarding Body Coordinator) who will appoint another IV to oversee the appeal within 10 days.
9. The appointed IQA will review all evidence, speak to the candidate, assessor and original IV and make a decision. This decision will be communicated to all parties within 5 days.
10. If the candidate remains unsatisfied the Managing Director will contact the EQA for a final decision. The decision of the EQA will be final.

## **Appeals Relating to the Conduct of the Scheme**

If a candidate considers that their performance or presentation has been affected by the way that the Scheme has been delivered, they should raise their concerns with the Managing Director. This should, wherever possible, be done in writing.

The Managing Director will investigate the matter and inform the Candidate within 10 working days the outcome on the investigation. Where it is not possible to meet this deadline the Managing Director will inform the Candidate of the likely timescale and the reasons for the delay.

Once the outcome of the investigation has been communicated to the Candidate, should they still be unsatisfied, they should refer the matter, in writing, to the QAC whose decision, subject to Quality Assurance Monitoring by the awarding body, is final.

## **Other Complaints & Grievances**

Should a Candidate have any other complaints or grievances in relation to the Centre's conduct or administration these should be raised through the O.S.A.T Ltd Complaints or Grievance procedures as appropriate.

## **Extenuating Circumstances**

Extenuating circumstances are defined as those, which are unexpected, acute, and beyond a Candidate's control which may affect academic performance.

Examples can be illness or disability, severe mental or emotional stress, bereavement, or family illness.

<b>Review Frequency</b>	Annually
<b>Date policy approved and adopted</b>	June 2017
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