

Candidate Appeal Policy

BACKGROUND

This policy and procedures has been prepared by the Centre Quality Coordinator following extensive consultation with the Trainers and the QAs and bearing in mind the standard rules/procedures that cut across the various awarding bodies.

Assessment within QCFs is ongoing with the student/candidate fully participating in the assessment process, e.g. through assessment planning and reviews of performance.

If this participation is taken seriously then it must be accepted that there will be times when the candidates and QAs perceptions, of whether agreed evidence (agreed during assessment planning/review stages) meets the standards, are going to be different.

If this occurs, the candidate should have the right to appeal via an accessible and open system. The characteristics of our appeals structure related to QCFs will include:

- Access to fair and reliable assessment
- Clear and prompt response times
- Stages that provide all parties with the opportunity to put up their case
- Clear outcomes
- Constructive feedback
- Be related to the Candidates assessment records
- A formal recording system
- Evaluation of appeals

Response times to appeals will be measured in days rather than in months or years and not be so bureaucratic as effectively to nullify the purpose of having such a system.

Appeals system

1. Where a QA has agreed competence, there can be no appeal at later date.
2. Where a QA judges the candidate to be 'not competent' in a unit, the candidate has a right to appeal against this judgement. Candidate will be advised of their rights at Induction.

Stage One – QA & candidate

- Where a candidate disagrees with the assessment decision given, he/she must explain the reasons for this to the QA concerned within 7 working days.
- The QA who assessed the evidence is expected to provide both oral and written feedback, giving a clear explanation of the decision back to the candidate within 7 working days.
- If the candidate agrees with the decision then the appeal need not proceed further.
- Where the candidate remains unhappy with the decision reached, the appeal must proceed to Stage 2.

- Amendment of the Candidates Assessment Record, if appropriate.

Stage Two

- The candidate to lodge an appeal with the Internal Quality Assurer and/or centre coordinator within 7 working days if stage 1 failed.
- The QA concerned must forward the original assessment record, candidate's evidence and the candidate appeal form (section 1 complete) to the Internal Quality Assurer and/or centre coordinator within 7 working days.
- The Internal Quality Assurer and/or centre coordinator must review the assessment decision, attempt to find a solution, for example through another assessment or reconstruction of the evidence/work and provide written feedback of decision. This will normally involve an evaluation of:
 - The candidate evidence and associated records
 - The QAs rationale for the decision
 - The opinion of the candidate
- In doing so the Internal Quality Assurer must complete Section 2 of the Candidate Appeal Form and provide the candidate with written reply within 7 working days of receiving the appeal.
- If the Internal Quality Assurer upholds original determination and candidate disagrees with the decision, the Internal Quality Assurer must inform the external verifier that there is an unresolved appeal. The appeal must proceed to Stage 3 at this stage.

Stage Three

- The Internal Quality Assurer will request review by an Appeals Panel. An Appeals Panel will meet within 20 days. They will review the evidence and give you an oral and written decision. **The decision of this Panel will be final.**

The Membership of the Appeals Panel will be:

- A trained and qualified QA not previously involved in the assessment decision
- The Internal Quality Assurer not previously involved in the stage 2
- An employer from the occupational area. (This should not be the candidate's employer)

The candidate and a friend will be invited to attend.



N.B. Some occupational areas (e.g. Integrated Care) have specific requirements which differ from these arrangements. Where there are no industry specific requirements this will be the procedure for KLAB Training College.