

Eastern Region Roof Training Group Ltd

CANDIDATES APPEALS PROCEDURE

The candidate has a right to appeal should he/she feel that there have been inconsistencies during to processes and procedures of their assessment. The assessment organisation *ie Eastern Region Training Group Ltd*, has a clearly defined route of appeals should any candidate have a reason to complain. The characteristics of an appeal should include:

1. Access to fair & reliable assessment.
2. Clear & prompt response times.
3. Stages that provide all parties with the opportunities to put their case.
4. Clear outcomes.
5. Constructive feedback.
6. Relation to the candidate's assessment needs.
7. A formal recording system.
8. Evaluation of appeals.

The appeals procedure will comprise of three steps – it is important that these steps are allowed, and all parties are aware of the outcome at each step

STAGE 1

- If a candidate disagrees with assessment, he/she must complete the assessment plan under Candidates Comments.
- Discuss the disagreement with the assessors.
- The assessor to remark the assessment.
- The assessor to write a clear explanation of the assessment decisions onto the candidate's appeals procedure form.
- If the candidate agrees with the decision NO further action required.
- If a candidate remains unhappy, move to step 2.

STAGE 2

- The assessor will submit the original assessment records to the Internal Verifier together with an explanation for his decision within 24 hours of the appeals reaching stage 2.
- The Internal Verifier (IV) will re-consider the assessment decision taking into account of the following:
 - The candidate's reason for appeals.
 - The candidate's evidence and associated records.
 - The candidate's reason for the decision and opinions of other centre assessors.

- The IV must give the candidate a decision in writing within five working days of receiving the appeal.
- The candidate must tell the IV if he or she is still unhappy. The appeal will go to stage 3.

STAGE 3

The Internal Verifier will need to provide *written explanation* of the assessment decision together with the assessment plan and any background details recorded by the IV and forward to the coordinator.

Within 10 working days of receiving the appeals, the coordinator must ask the product manager or the verification manager to call an Appeals Panel. The panel will consist of representatives of the Joint Awarding Body.

The candidate may speak with the Appeals Panel or be represented by an advisor or both or make a written submission. The assessor may be asked to attend the appeals panel to answer any questions.

The Appeals Panel will discuss the matter in private and reach a majority decision. The decision will be sent to the candidate within five working days. At the same time, the decision will be sent to the assessor and the assessment centre.

STAGE 4

Please refer to the Regulator for guidance.

Candidate Signature to confirm agreement and understanding to the above:

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DATE:.....