



# *White Rose Education & Coaching Solutions CIC*

## *Appeals Policy*

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Assessment within all qualifications is ongoing with the candidate fully participating in the assessment process, e.g. through assessment planning and reviews of performance and feedback.

White Rose Education & Coaching Solutions recognises and accepts that there may be times when the candidates and assessors perceptions, of whether agreed evidence (agreed during assessment planning/review stages) meets the criteria, are going to be different.

If this occurs, the candidates have the right to appeal via an accessible and open system. The characteristics of our appeals structure will mirror that of the awarding body. In the absence of a set appeals procedure the following policy and procedure will apply:

All Learners / candidates will be given:

- Access to fair and reliable assessment
- Clear and prompt response times
- Clear stages that provide all parties with the opportunity to put their case
- Clear outcomes
- Constructive feedback

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

## Stage 1

Assessor and Candidate

- If a candidate disagrees with the assessment decision, or manner in which it was carried out, they must at first discuss their reasons with the assessor concerned as soon as possible.
- Normally this will be immediately after receiving the assessment decision.
- If this is not convenient, they should arrange an appointment with the assessor.
- The assessor must consider their reasons and look again at what they did for your assessment.
- He / She must give them an immediate response, which must be:
- A clear explanation, backed up in writing, of the assessment decision; and a new decision or confirmation of the original decision.
- If the candidate agrees with the assessors response the Appeal stops at this point
- If the candidate is still unhappy with the decision, he/she must tell the assessor and the Appeal goes to the second stage.

## Stage 2

### Internal Verifier

Within 24 hours of the Appeal reaching Stage 2, the assessor must provide the Internal Verifier with the original assessment record and the Candidates evidence, where this is appropriate.

- The written explanation and confirmation of the assessment decision
- The Internal Verifier will reconsider the assessment decision and take account of the following:
- The Candidates reason for the appeal
- The Candidates evidence and any associated records
- The Assessors reason for the decision
- The opinion of another experienced independent Assessor
- The Internal Verifier must then provide the Candidate with the reconsidered decision, in writing, within five working days of receiving the Appeal
- The Candidate must then tell the Internal Verifier if they are still unhappy with the reconsidered assessment decision. The Appeal will go to Stage 3

## Stage 3

### Appeals Panel

The internal Verifier will send the details of the Appeal to the centre Co-ordinator/Manager within ten working days of receiving the Appeal, the Centre co-ordinator /Manager must contact the Qualification Product Manager/External Verifier to call an Appeals Panel

The Candidate may speak to the Appeals Panel or be represented by an advisor or both

The Assessment Panel will discuss the matter in private and reach a decision which will be sent to the Candidate and Centre.

## Stage 4

### Awarding Organisation

If learners have followed Stage 1, 2 and 3 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the awarding organisation within 20 working days of the decision being communicated to them by the recognised centre.

The Decision of the Awarding Organisation will be Final