



# Appeals Procedure

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## Appeals Procedure

As part of the awarding body centre requirements all candidates shall have access to fair and reliable assessment. This commitment is covered in detail in BuildASkill Ltd\_ **Access to Fair Assessment Policy**.

If this “access” is to be meaningful, the candidate must have the right of appeal against assessment decisions, which are unclear or seem unfair.

Our **Appeals Procedure** provides for an appropriate audit trail of the process which will be clearly logged with clear information at each stage. If a candidate is dissatisfied with an assessment decision they have a right of appeal. The stages to be followed are set out below:

### Stage 1

The candidate should raise the issue with their tutor during or at the end of an assessment session or within 7 days of receiving the assessment decision.

The tutor must reconsider the reason underpinning their decision and provide clear feedback. If the tutor upholds the original assessment decision, then the candidate must be provided with full information describing what is required to demonstrate their competence. This should be provided in writing\*, and relate specifically to the standards relevant to the assessment decision.

\* If the candidate is unable to use the forms or there is a barrier to writing information on the appeals form, other appropriate substitute methods can be adopted e.g. dictation to another person helping the candidate with the appeal.

### Stage 2

If the candidate remains unhappy with the decision, the candidate should then complete an **Appeals Form** (see attached). This form should be sent to the Assessor, BuildASkill Ltd, 5 Westhill Village, Jurby Road, Ramsey IM8 3TD.

The Director will review all evidence and assessment records in order to consider the appeal. A decision should be made within 5 working days and the candidate and tutor must be informed orally and in writing using the appropriate section of the Appeals Form.

If the candidate is dissatisfied with the decision, the appeal can proceed to stage 3.

### Stage 3

The third and final stage involves the right of appeal to the Assessment Appeals Panel.

If the candidate remains unhappy with the Stage 2 decision, the candidate should then complete the Stage 3 section in **Appeals Form** (see attached). The form should be sent back to the Director.

The Director with responsibility for Quality Management will then pass all records to the Centre Coordinator. The Centre Coordinator will convene an Appeals Panel consisting of, for example:

- Operations Manager

- A different tutor
- Line Manager
- An independent tutor

Both the candidate and tutor will be invited to make their case to the panel. The panel will reach its decisions within 10 working days. Results of the Appeals Panel will be final. Details of the appeal will be made available to the External Verifier.

The awarding body will be involved with information supplied by the External Verifier. The External Verifier is charged with ensuring the integrity of the process and is able to provide advice but s/he shall not be involved in the appeals process itself either as a panel member or arbitrator. The awarding body will respond to direct requests from candidates, trainees, advocates, and employers seeking advice on making an appeal.

If the centre's appeals procedure has been exhausted and the candidate is still dissatisfied, s/he can make a final appeal to the awarding body using:

#### **GQA**

The appeal will be forwarded to GQA Qualifications within 10 working days ensuring all relevant assessment document/s are provided along with the documentation currently required, information on this can be obtained from the Centre's appointed GQA External Quality Advisor or by contacting GQA on 01142 720033

GQA will review all relevant documentation and review the process carried out by the centre. The GQA's appointed EQA will be made aware of the status of the appeal. The outcome of the appeal will be made known to the Centre Co-ordinator and person making the appeal in writing within 20 working days of receiving the relevant information, with a full explanation of the reasons for the decision. If the decision cannot be reached within 20 working days, GQA will write to the persons involved with the appeal, explaining why it is not possible to reach the decision within the timescale immediately, then providing a clear plan of action as to how and when the situation will be resolved. If there is agreement the appeal does not continue, if there is continued disagreement the appeal will move to stage 5.

#### **Stage 4**

The candidate has the right to raise a complaint to the appropriate Regulatory Authority, contact details will be supplied by GQA within 5 working days.