

APPEALS PROCEDURE

Introduction

As an Accredited Assessment Centre we must have an appeals procedure in place. This is to ensure that learners know they have the right to challenge an assessment decision about which they are dissatisfied. If learners know they have the right to challenge an assessment outcome, they have the right to appeal. The reasons for an appeal are likely to be:

- Learners do not understand why they are not yet regarded as competent, because of unsatisfactory feedback from the Development Coach
- Learners believe they are competent and that the Development Coach has misjudged them or has failed to utilise some vital evidence
- The learner is unhappy about the number of opportunities offered to demonstrate competency
- The learner feels they experienced discrimination in the assessment process

Stage 1 – Discuss with Development Coach

If learners have received a decision as to their competence with which they are dissatisfied, they have the right to appeal directly to the Development Coach who carried out the assessment. The learner should initially discuss this matter with their Development Coach and explain the reasons as to why they might want to appeal. If the learner is not satisfied with the response from the Development Coach they must proceed to stage 2.

Stage 2 - Appeal to the Development Coach

The appeal must be in writing to the Development Coach and made within 28 days of the learner being assessed. The appeal must clearly indicate:

- The points of disagreement
- The evidence in the portfolio that the learner believes meets the requirements of the Performance Criteria and/or knowledge for claiming competence.

The Development Coach must give a clear judgement, in writing, to the learner within 10 working days stating justification for the decision. If Creative Alliance is not able to resolve your appeal, then you have the right to submit an appeal directly to BCS – see Stage 3.

Stage 3 – Appealing Directly to DCS

Apprentice appeals must be received by BCS within 20 days of the date of the assessment. Appeals should be sent to the Channel Partner Quality Team. Following an initial review of an appeal they will write to the appellant with details of their decision to either:

- Amend the decision in light of the new rationale/evidence being put forward and which has now been reviewed
- Confirmation of the original decision

Stage 4 – Independent Review

Following stage 3 the apprentice will then have the right to seek an independent review. This will be carried out by someone who is not an employee of Creative Alliance or otherwise connected to BCS.

Stage 5 – Internal Quality Assurer

If learners are not satisfied with the outcome, they can next appeal to the centres Internal Quality Assurer. This appeal must be in writing but need not repeat the detail provided to the Development Coach originally. The original written appeal to the Development Coach and the judgement decision made by the Development Coach judgement must be made available to the IQA.

The IQA will reassess the evidence and will give clear judgement, in writing to the learner within 10 working days stating justification for the decision made. The judgement will be one of the following:

- That the original assessment decision is confirmed
- That the learner should be reassessed by the original Development Coach
- That the learner should be reassessed by a different Development Coach
- The original Development Coach should reconsider that that evidence presented does demonstrate knowledge and the original decision be amended

If the learner is still dissatisfied, they may appeal to the Awarding body who will arrange an appeals panel. They will review the case and determine an appropriate outcome.

Please note: the decision of the Appeals Panel is final. Following appeal from the Awarding Body, if learners are unsatisfied with the result they may escalate to Ofqual the regulatory body for qualifications, examinations and assessments in England.

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