



NVQ Centre Appeals Procedure

Version History			
Version	Date	Detail	Author
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If a candidate feels that an assessment decision made by their assessor is unfair, they should, initially, verbally inform their assessor at the time of the decision setting out their reasons for dissatisfaction and itemising the areas where they feel they have not been fairly assessed.

The following are examples of when a candidate may have grounds for a complaint:

- administrative shortcomings, for example inaccuracy in recording of candidate's progress, or unreasonable delay;
- inadequate resources, such as inappropriate or insufficient physical (e.g. technical) resources, insufficient or inappropriately experienced and qualified staff;
- shortcomings in the conduct of the assessment, for example the non-availability of alternative assessment methods or the import of extraneous criteria by an assessor;
- discrimination based on gender, sexual orientation, color, ethnic background or national origin, age, marital status, family circumstances, social-economic background, employment status, responsibilities to dependents, disability or religious or political beliefs or other irrelevant distinction.

The ongoing assessment, review and action plan should clearly state the areas where the assessor feels that the candidate needs to collect more evidence and a clear plan to identify how the learner should collect evidence must be identified.

Appeal Stage 2: If the candidate is still aggrieved following the assessor's explanation provided in writing, an appeal report form (Appendix 1) should be completed and given to the assessor in a sealed envelope marked 'CONFIDENTIAL' for submission to the Internal Verifier.

The assessor will verbally acknowledge receipt of the appeals report form and will submit it to the Internal Verifier with the following documentation;

- All evidence put forward by the candidate for the assessment under question
- The ongoing assessment, review and action plan

The Internal Verifier will normally make a decision within 10 working days of the assessment taking place and provide clear written feedback directly to the learner using the appeals report form.

Appeal Stage 3: If the candidate is still not satisfied or a suitable satisfactory resolution cannot be agreed then NC Skills will notify the awarding body (ProQual) in line with 'ProQuals Complains Policy'.

On the center receiving a complaint from a candidate the Internal verifier, after being notified must follow to sets detailed in the 'ProQual Complaints Policy'.