



## **CANDIDATE APPEALS PROCEDURE**

### **1. POLICY**

1.1 As per the NVQ Code of Practice and national requirements, candidates should have access to fair, open and reliable assessment of which they are a major contributor. This access should be a two-way interaction of which the candidate has the right to appeal against assessment decisions which are unclear or may be considered to be unfair. The Appeals Procedure must provide an appropriate audit trail of the process(s) performed and all information must be clearly and concisely recorded at each and every stage.

1.2 In all cases, the complainant has the right to escalate their complaint to the relevant awarding organisation if they remain unhappy after exhausting the centre's internal procedures and, should they remain dissatisfied after escalating to the awarding organisation, they can then escalate their complaint to the relevant qualification regulator.

1.3 This policy is relevant to all types of assessment and examination processes conducted by GLP Training Ltd that are utilised in the awarding of candidate qualification certification.

### **2 PROCEDURE**

#### **1.Stage 1**

**1.1** Should the candidate feel that an assessment decision is unfair or unreflective of the process undertaken they should raise their concern within seven days of the assessment, or, in the case of onscreen examinations 7 days of the result being notified to the candidate.

**1.2** The assessor must then reconsider the assessment and the reasons for arriving at the assessment conclusion and, if upholding the original assessment decision provide clear feedback to the candidate and the centre.

**1.3** The candidate should then be provided with full and concise information detailing what is required in order for them to demonstrate their competence. This should be provided in writing and relate specifically to the standards relevant to the assessment decision.

**1.4** If the candidate remains unhappy with the original decision, the candidate can request an Appeals Form from the GLP Quality team, once the completed form is received it will be logged by the quality team and forwarded to the relevant internal verifier.

**1.5** In the event that the appeal is against an on-screen examination then the relevant awarding body guidelines will be followed, and an appeal or enquiry will be lodged, in all cases where this is so the candidate will be notified of this course of action and kept up to date as to the appeal process.



## 2 Stage 2

**2.1** The internal verifier reviews all evidence and assessment records when considering an appeal. A decision should be made within FIVE working days and the candidate and the assessor must be informed orally and in writing using the appropriate section of the appeals form.

**2.2** Where the appeal or enquiry is against an on-screen examination result and the awarding body guidelines have been followed, the candidate will be informed of the awarding bodies decision in regard to the appeal or enquiry as soon as it is known. Candidates must be informed from the outset that outcomes of the appeal or enquiry to the awarding bodies may take up to 40 days to be received. Once the outcome is received it will be discussed with the candidate and, where required, a plan agreed for the candidate to follow in order to gain certification.

## 3 Stage 3

**3.1** The third and final stage involves the right of appeal to the Assessments Appeal Panel. The Internal Verifier should pass all records to the Lead Internal Verifier who will convene an Appeals Panel consisting of:

- The Quality Manager
- An occupationally competent Internal Verifier
- An independent Internal Verifier

**3.2** Where applicable and available, GLP Training, or the learner, may follow the applicable awarding bodies guidelines and procedures for reviewing and or challenging the initial appeal or inquiry result. This action may not be available for all awarding bodies thus the relevant guidelines must be consulted before discussing with the learner/complainant.

**3.3** Both the candidate and the assessor will be invited to make their case to the Panel.

- The Panel will reach its decision within TEN working days.
- The results from the Appeals Panel will be final.
- The details of the appeal will be made available to the External Verifier.

**3.4** The involvement of the Awarding Body will initially consist of the supply of information by the External Verifier. The External Verifier is responsible for ensuring the integrity of the process and is available to provide advice but should not be involved within the appeals process either as a panel member or arbitrator. Awarding Bodies will respond to direct requests from learners, students, trainees, parents and employers seeking advice on making an appeal.



**3.5** If the centre's appeals procedure has been exhausted and the candidate is still dissatisfied with the assessment and/or outcome of the appeal they can make a final appeal to the Quality Director or the relevant department of the Awarding Body.

**3.6** Once the GLP Training's appeals process has completed the three stage process and the learner remains unhappy with the outcome or considers that the centre's decision continues to disadvantage them, even after the appeals process has been followed to an outcome (e.g. a decision concerning assessment outcomes or reasonable adjustments, fair assessment or malpractice). The learner has a right to appeal to the relevant awarding body, should they feel that they have been disadvantaged in any way.

**3.7** The awarding body expects that all enquires or appeals from individual learners to be resolved with the centre and will only consider an individual learners' enquiry or appeal after the centre's internal enquiries or appeals procedures have been fully exhausted.

**3.8** Where the learner considers that the GLP Training's internal enquiries or appeals procedure has failed to produce a satisfactory outcome, learners are advised to make an enquiry or appeal, in written form, to the Vocational Quality Standards Team of the Awarding Body they are registered with. Evidence of the GLP Training's appeals procedure, having been fully utilised must be provided.

**3.9** Where GLP Training's decisions are concerned, the enquires and appeals procedure of the Awarding Body will consider whether the GLP Training:

- used procedures that were consistent with the awarding Body requirements
- applied the procedures properly and fairly when arriving at the judgement /decisions.

**3.10** Learners who wish to appeal against any judgements or decisions must follow the GLP Training's three stage appeals process as set out in their learner handbook and learner's portfolio. The learner should also be informed and directed to their relevant Awarding Body, should they wish to progress down that path once the three stages have been completed. The Joint Council for qualifications ( JCQ) gives clear and concise guidance to both learners and training centres with regard to:

- Appeals against the outcomes of enquires about results
- Appeals against decisions made in cases of malpractice
- Appeals relating to access arguments and special consideration



## **Other GLP Policies that may be relevant to this policy are:**

GLP-POL-0008	MALPRACTICE POLICY
GLP-POL-0010	INVIGILATION POLICY
GLP-POL-0017	COMPLAINTS PROCEDURE
GLP-POL-0030	REASONABLE ADJUSTMENTS AND SPECIAL CONDITIONS
GLP-POL-0044	PRIVACY POLICY
GLP-POL-0011	DATA PROTECTION

## **Other reference documents relevant to this policy**

- Pearson Functional Skills Levels 1 and 2 Instructions for Conducting Examinations
- ILM Instructions for Conducting Examinations Policy
- City and Guilds Enquiries and Appeals (see 2021 Covid Guidelines)
- Highfield Enquires and Appeals Procedure
- Active IQ Centre Appeals Policy
- Joint Council for Qualifications – General Regulations

**IN ALL CASES WHEN REVIEWING THE ABOVE DETAILED DOCUMENT'S, YOU MUST ENSURE THAT YOU HAVE THE LATEST EDITION AVAILABLE. IF IN DOUBT CONTACT THE QUALITY TEAM OR REFER TO THE RELEVANT AWARDING BODY WEBSITE**

*This policy is reviewed annually in line with company policy and up-dated and re-issued accordingly in respect to company policy and or systems changes and changes to awarding body guidelines, policies and procedures.*