

Stage 2

Internal Quality Assurer

The relevant assessor must forward, within 24 hours of the appeal being made, the following documentation to the appropriate internal verifier.

- The original assessment record/candidate evidence
- Candidate appeal form (section 1 completed)

The internal verifier will consider the assessment decision, which will involve:

- Evaluating candidate evidence
- Talking to the candidate
- Talking to another assessor
- Talking to the assessor involved

Section 2 of the candidate appeal form will then be completed and the candidate given the decision within 5 working days of the appeal being received.

If the candidate remains unhappy then the appeal must proceed to stage 3

Stage 3

Appeals Panel

The relevant internal verifier involved in stage 2 of the appeal will forward the appropriate details to the Verifier Co-ordinator / Quality Assurance of the Centre. These details will include:

- Candidate appeal form- section 2 completed
- Candidate Assessment Record form
- Relevant written comments of the internal Verifier (i.e. background information)

The co-ordinator will then convene (within 10 working days of stage 2) a meeting involving:

- The co-ordinator
- The internal verifier who dealt with stage2
- The candidate
- The original assessor
- A colleague/friend (if requested by the candidate)

A decision must be reached. The candidate will be notified orally at the meeting, and in writing (within 10 working days of the panel) of the result.

The decision of the panel is final

Records of all appeals are logged and made available to:

- The External Verifier
- The Relevant QAC team for the Diplomas Certificate involved