

THE PROCESS OF APPEALS BY CANDIDATES

The assessment centre should provide fair assessment. You can appeal if you think your assessment was unfair. The centre will have clear appeals procedure which includes.

- A formal system of recording appeals
- Prompt responses within clearly stated time
- Stages that give all parties the opportunity to put their case forward
- Clear outcomes at each stage

Stage 1: Trainer/Assessor & Candidate

If you disagree with the assessment, you must first discuss your reasons with the trainer concerned as soon as possible. Normally this will be immediately after you receive the assessment decision. The trainer must consider your response and look again at what you did for your assessment. He or She must then give you an immediate response which must be;

- A clear explanation, backed up in writing, of the assessment decision; and
- A new decision or confirmation of the original decision

If you agree with the trainer/assessor's response, then the appeal stops at this stage. You must tell the trainer/assessor that you are still unhappy with the decision. Your appeal will then go to stage 2.

Stage 2: Internal Quality Assurer

If you are still dissatisfied after stage 1, the trainer/assessor must give the Internal Quality Assurer the following information within 24 hours of the appeal reaching stage 2;

- The original assessment record and candidate's evidence (where appropriate)
- The written explanation and confirmation of the assessment decision

The Internal Quality Assurer will reconsider the assessment decision, taking into account the following;

- The candidate's reason for appeal
- The candidate's evidence and associated records
- The trainer/assessor's reason for the decision
- The option of another trainer/assessor from the centre

The internal Quality Assurer must then give you the reconsideration decision, in writing, within 5 working days of receiving the appeal.

Stage 3: City & Guilds

If you are still dissatisfied with the decision after stage 2, you have the right to appeal to City & Guilds.

City & Guilds will then make the final decision on the assessment based on all the information they have been given.

By signing below, I confirm I understand the above information given to me

Candidate Name:

Candidate Signature:

Date:

Trainer/Assessor Name:

Trainer/assessor Signature:

Date: