

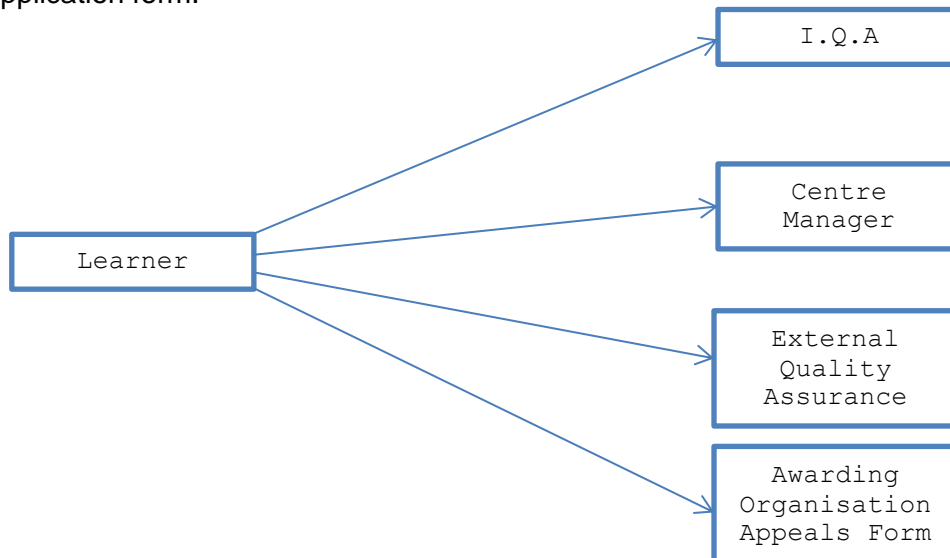
In exceptional circumstances, if a candidate is in disagreement with his/her assessor concerning their assessment, the candidate has the right to refer the matter to:

- a) The internal verifier within the centre in the first instance, and
- b) The centre manager, if the manager is still unresolved, and
- c) The awarding organisation external verifier who may be consulted at the time of his/her next visit.

If the candidate intends to refer the matter to the external verifier, it will be helpful if he/she has written out details relating to the appeal prior to the verifier's visit to the centre. This will enable the verifier to refer the matter to the chief verifier, if they feel this to be necessary.

In extreme circumstances, if the external verifier has been unable to bring the matter to a satisfactory conclusion, even after referral to the chief verifier, then the candidate may appeal in writing directly to the awarding organisation.

The awarding organisation will accept an appeal from a candidate only if steps above have already been taken and the relevant fee is enclosed with the written appeal on the application form.



N.B All candidates must have knowledge of the Appeals Procedure. In order to ensure awareness, candidates must complete the details on the appeal procedure document.

### **Appeals Procedure**

In exceptional circumstances, if a candidate is in disagreement with his/her assessor concerning their assessment, the candidate has the right to refer the matter to:

- a) The internal verifier within the centre in the first instance, and
- b) The centre manager, if the manager is still unresolved, and



## APPEALS POLICY

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- c) The awarding organisation external verifier who may be consulted at the time of his/her next visit.

The IQA/Centre Manager will acknowledge the receipt of an appeal within 48 hours. The outcome of investigations will be communicated formally to the candidate within 30 days of the original appeal.

If the candidate intends to refer the matter to the external verifier, it will be helpful if he/she has written out details relating to the appeal prior to the verifier's visit to the centre. This will enable the verifier to refer the matter to the chief verifier, if they feel this to be necessary.

In extreme circumstances, if the external verifier has been unable to bring the matter to a satisfactory conclusion, even after referral to the chief verifier, then the candidate may appeal in writing directly to the awarding organisation.

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Assessor

I.Q.A

Centre Manager

External Verifier

Awarding Organisation

**Candidates must fill in name and contact details for assessor and relevant details in the other boxes.**

Signed

S.L.Pickles (Director)

Date: - 18<sup>th</sup> August 2016  
Review Date: - August 2017