

CANDIDATE INFORMATION SHEET

Policies and procedures

We pride ourselves on experiencing excellent relationships with learners. You will work jointly with your tutor throughout the course, who will always be your first point of call for any concerns, special requirements need, or issues. If for any reason, you and your tutor are unable to resolve an assessment issue then you should follow the appeals procedure which is detailed below.

Equal opportunities

We have a strong commitment to diversity and equality of opportunity. This means that we respect your individual needs and will provide support and encouragement to allow our learners to reach their potential. We celebrate diversity in everything we do.

Learner appeals procedure

In a system where one individual assesses another, differences of opinion may occur. Centres are responsible for ensuring that learners are aware of the appeals procedure to be followed if a dispute arises. This briefing details the main points you need to know about the awarding body's procedure to ensure a fair and speedy resolution to the problem.

Stage 1

The learner will verbally indicate to the tutor, at the end of the feedback session, his/her disagreement with the assessment outcome.

The disputed outcome should be fully discussed between the learner and the tutor to ensure both parties are clear on the issue. This may resolve the matter.

If the matter is not resolved at this stage, further action is necessary:

1. Both the learner and the tutor should record separately the details of the disputed assessment.
2. Both statements should then be passed to an internal verifier to arbitrate.

Stage 2

The Internal verifier will study both statements before discussing the situation with each individual within 14 days. From the assembled facts, the internal verifier will judge whether the assessment outcome was correct or not.

Three outcomes are possible:

1. The tutor's judgement is upheld, in which case this will be conveyed to the learner by the internal verifier: The candidate will be required to undergo a further assessment.
2. The learner's view is upheld and the decision is recorded on the appropriate assessment log. If this situation arises, the internal verifier should counsel the tutor and both agree on any further training or development action that is needed to ensure that the quality and consistency of assessment is maintained.
3. If in the judgment of the internal verifier, sufficient doubt exists on both sides, then a new assessment will be arranged with a different tutor. Both the learner and the original tutor should agree on this course of action.

Stage 3

If the matter still cannot be resolved by either of the above two Internal stages, recourse should be made to the Centre Manager responsible for the program whose decision will be final. The Centre Manager reserves the right to overturn any decision reached that may compromise the integrity, quality, and consistency of the assessment practice.