

Appeals may arise from judgements made by a trainer or an assessor as to the competence of a learner working towards an NVQ or VRQ. If a learner is dissatisfied with an assessment outcome s/he has the right of appeal.

The main reasons for an appeal are likely to be:

The learner does not understand why s/he is not yet competent, due to lack of or unclear feedback from the trainer or assessor.

The learner believes s/he is competent and that the trainer or assessor has missed, misjudged, or misinterpreted some vital evidence.

Where an assessment decision has been made for any part of a unit or module, and the learner does not agree with that decision, the learner has the right to write a **formal letter of appeal**. This letter must clearly indicate and include if necessary:

- The points of disagreement and reasons behind the disagreement
- Copies of the evidence in the portfolio and copies of the requirements which the learner believes are met by the evidence

It is important that the details of the NVQ or VRQ, modules, units or elements and any supporting evidence are included. Learners are advised to keep their own copies of all the documents submitted for the appeal.

There are 3 stages in the appeals procedure and each stage must be exhausted before proceeding to the next one. All learners who register an appeal will receive a formal reply.

Stage 1

The learner appeals directly to the trainer or assessor who has carried out the assessment. Within 10 working days of receipt of the formal letter of appeal the assessor will advise the learner of the decision in writing. See Learner Appeals Form (QF20)

Stage 2

If the learner is not satisfied with the decision made in stage 1, s/he can next appeal to the internal verifier, forwarding all documentation used in stage 1. All learner appeals will be acknowledged and investigated to establish facts and evidence supporting the appeal. If an appeal is considered justified, remedial action will be taken by the Centre. The internal verifier will respond within 10 working days of receiving the learner's letter of appeal. See Learner Appeals Form (QF21)

Stage 3

Learners who have exhausted stage 1 and stage 2 and are still not satisfied with the decision may proceed to stage 3. This appeal must be in writing to the Lead Verifier or Director and must be accompanied by copies of all the documentation used in stage 1 and stage 2. The Lead Verifier or Director will engage an Independent Verifier or External Verifier from the Award Body to review the case and they will jointly come to a decision. This decision will then be final. See Learner Appeals Form (QF22)

The Award Body will be notified of all Learner Appeals and their outcomes, this will be the responsibility of the Lead IV or Director.

The operation of the appeals procedure and results arising from it will be subject to monitoring to determine future policy. All learners should be aware of the existence of the appeals procedure, and what action they need to take to make use of it.