

UNCONTROLLED IF PRINTED

Assessment Appeals Policy & Procedure

Purpose & Scope

The purpose of EMD UK CIC's Assessment Appeals Policy and Procedure is to ensure that all learners have access to an established process which is in place to allow them to appeal against any assessment decision made by EMD UK CIC assessors / tutors. The scope of the policy includes all candidates attending programmes of learning which are accredited or unaccredited.

Responsibility & Authority

The Quality Improvement Manager and the Director.

Procedure

Stage 1 - Assessor(s) - candidate

All work should be assessed and returned to the candidate with the assessment decision and feedback. If the candidate is unhappy with the initial decision, the work is reassessed by the first line assessor. If the candidate remains unhappy with the assessor decision, the appeal moves on to Stage 2.

Stage 2 – Second Line Assessor – Candidate

Where a candidate disputes an assessment of their first assessor they may ask for their work to be remarked. At this stage the Internal Verifier / Moderator should be notified. A second suitably qualified and experienced assessor will reassess the work and return to the candidate with their assessment decision. If the candidate is unhappy with the second assessor's decision, the appeal moves on to Stage 3.

Stage 3 – Internal Verifier / Moderator / Candidate

- a) Where a candidate disputes the second assessment decision, the Internal Verifier / Moderator for the programme will reconsider the assessment decisions and feedback and make a decision.
- b) Where the candidate disputes the verifier's assessment decision, the Internal Verifier will notify the Quality Improvement Manager or Director and the External Verifier / Moderator.

Stage 4 – The Assessment Appeals – Internal & External Verifier / Moderator / Senior Management

- a) Where an assessment appeal remains unresolved within the programme, an Assessment Appeals Panel will convene within 30 working days and consist of a member of Senior Management and, where necessary, an independent subject expert and the External Verifier.
- b) The Assessment Appeals Panel will reach a decision and inform the candidate within 10 working days of the assessment appeal decision.

Monitoring

All candidate appeals will be reported to and monitored by the management team and the Awarding Body if appropriate.

The Assessment Appeals Process

