Enquiries and Appeals Process

Enquiry about assessment decision (Candidate / Training Provider)

Malpractice / Maladministration Appeal following investigation

Details recorded.

Has the candidate discussed their concerns with the Tutor or Training Provider Manager?

NO

If a Candidate wishes to question an assessment result, they should initially discuss their concerns with the course Tutor and follow the Training Provider's appeal process. If the candidate is not satisfied with the outcome the course Tutor and Candidate should submit stage 1 of the Enquiries and Appeals Report Form to the Training Provider Manager.

YES

Once the Enquiries and Appeals Report Form is submitted, the stage 1 process will be followed - the appropriate manager will consider the written submission and review the procedures that were followed to reach the result decision; this may include contacting other parties who were included within the course. A decision is reached, and all parties are notified.

Is the appellant satisfied with the outcome?

YES

Details recorded. All parties are notified of the outcome, the investigation is closed.

NO

If the appellant is not satisfied with the outcome in stage 1 they may request their appeal is reviewed by the Appeal Committee. Please complete stage 2 of the enquiries and appeals form and submit this to the Training Provider Manager.

The appeal will be escalated to the Appeal Committee

The Appeal Committee will review if the previous decision was reached fairly. The Appeal Committee are unable to re-mark or re-assess work but may instruct that a further re-mark or reassessment should take place if they consider that the procedures were not adequately followed.

The outcome is communicated in writing to all parties involved, details are recorded, and the investigation is closed.

If the appellant is not satisfied with the final decision, they may escalate their concerns to the appropriate regulator.