

	EMS Cognito Internal Assessment Appeals Procedure	Approved	RK
		Date	04/04/14
		Review	04/04/17

Purpose:	The purpose of this procedure is to provide guidance to candidates who are dissatisfied with internal assessment decisions.
Outcome:	All candidates are aware of the steps to take to make an appeal against an internal assessment decision.

Introduction

Candidates who are dissatisfied with internal assessment decisions must follow the following four stage procedure.

This procedure details the communication required at each stage and how a system is maintained for recording Internal Assessment Appeals.

The following procedure is included as part of staff/candidate induction and is reviewed as part of an internal audit every 3 months.

Communication

Stage 1 – Contact Assessor

As a first point of contact, the candidate must contact their assessor and make them aware of the request to appeal against an internal assessment decision. If still unresolved after 28 days the candidate must then proceed to stage 2.

Stage 2 – Contact Internal Verifier

If after 28 days of contacting the assessor a resolution has not been reached, the candidate must proceed to contact the Internal Verifier. The internal verifier will then aim to provide a resolution to the candidate within 10 working days. If still unresolved after 10 working days the candidate must then proceed to stage 3.

Stage 3 – Independent 3rd Party

In the circumstance the appeal has still not been resolved by the assessor or the internal verifier the appeal may be passed onto an independent 3rd party within EMS Cognito. This will be the final decision made EMS Cognito - as a centre and which will be communicated within 5 working days.

Recording

When a candidate reports an appeal against an assessment decision the first point of contact – the assessor – must raise an IAA Record Sheet and document the relevant outcomes.

When a resolution/outcome is reached and agreed the decision maker i.e. assessor, internal verifier, independent 3rd party must sign and date the document, the candidate must also sign and date the document as acknowledgement that they agree with the final outcome.