

Written	MG
Approved	RK
Date	18-Mar-19
Review	18-Mar-22

Change summary

Update to new template

Removal of statement;

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

To complete this task, you will need to use;

- Internal Assessment Appeals Record Sheet.

Roles and Responsibilities

Candidates The purpose of this procedure is it provide guidance to candidates who are dissatisfied with internal assessment decisions

Consultant

To ensure all candidates are aware of the steps to take to make an appeal against an internal assessment decision.

#	Instruction	Notes	Visual
1	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.		
2	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.		
3	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.		
4	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 3 rd 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.		
5	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 3 rd 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.		