



Assessment Appeals Policy and Procedure



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Author / Reviewer responsible HB
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Alpha Training will make every effort to ensure that assessments are valid, reliable and standardised. Assessors and candidates will be made familiar with the criteria on which the assessment is based. This will be made at the induction stage. If there is more than one assessor making the same assessment on the same group of candidates, a moderating exercise will be undertaken to ensure that judgment is consistent. If an appeal is requested the procedure is detailed below.

Stages

- 1) The candidate informs the Assessor and/or the Tutor that they are dissatisfied with the assessment outcome. Usually, any informal discussion will hopefully resolve any disagreement at this stage. The candidate will then be given two weeks to inform the verifier.
- 2) If the disagreement is not resolved, then the Internal Verifier, Assessor and/or Course tutor will all meet together with the candidate in order to discuss a way of resolving the matter. If the Assessor or the Internal Verifier is also the Candidates Tutor, the candidate is allowed to choose either a close friend or another member of the academy as support. At this stage we aim to resolve the issues with agreement. When the stage two appeal is reached this will be recorded for future reference.
- 3) If the appeal is still not settled a meeting will be held with the Manager of Alpha Training, the candidate, the Assessor and the Internal Verifier at separate times in order to discuss their points of view. At this time, the candidate can still be supported by a person of their choice. The Internal Verifier and Manager will then make a decision whether a re-Assessment should be made or to stay with the original assessment decision. If advice is needed from the External Verifier, at this stage, a decision should be made to inform them of the situation.
- 4) If the decision from the stage three appeal is not agreeable to the candidate and they are still dissatisfied they should then inform the Manager who will inform the External Verifier who will then arrange a meeting with a competent Assessor or Internal Verifier who are not involved occupationally. The candidate and the Assessor involved, both have a right to be heard by this committee. The candidate may choose to have the support of their Tutor or friend. The decision of this committee is final.

We aim to resolve all appeals within four working weeks and this appeal system will be monitored throughout and recorded.