

Policies and Procedures

Appeals Policy

Internal appeal:

All candidates have the right to appeal against any decision taken by an Assessor.

If a candidate is not happy about assessment should be dealt with by discussion between the candidate and Centre co-ordinator his/her Assessor. If a satisfactory solution is not met, then the candidate and assessor should refer the matter to another assessor not previously involved, or the Internal Quality Assurer.

If, after this discussion, no satisfactory solution has been met, the candidate should appeal to an appropriate independent third party. This could be an Internal Quality Assurer not previously involved in the assessment of the candidates or someone from within or out with the Centre with a wide experience and knowledge in the qualification area.

The full process of any appeal as outlined above should be recorded and kept as evidence in the candidate's training file or portfolio.

We recognise and encourage that candidates must raise any concern or expression that they are unhappy with an assessment decision that they raise such matter with ourselves in the first instance. This will be looked into and acknowledged as soon as possible and will be within 14 days from initial date of issue being raised. The outcome will be notified within 10 working days.

If not resolved, COMMTACS will raise a Request for Investigation upon Results. Candidates will be made fully aware of the process and procedures that Signature will take.

Signature appeals procedure is available on their website (<https://signature.org.uk/useful-documents>) which states:

“Signature has a procedure for dealing with appeals, which is divided into the following categories:

- Assessment results
- Signature's decision to 'not support' a group of National Vocational Qualification (NVQ) portfolios
- Signature's decision to decline a centre's request to make reasonable adjustments or give special considerations

- Signature’s decision relating to any action to be taken against a learner or a centre following an investigation into malpractice or maladministration.”

Appeals can be made against Reasonable Adjustments and Special Consideration Requests. Again, if a resolution is not agreed upon locally, and we (COMMTACS) are in agreement with, an appeal following the above procedure, can be made to Signature.

A Irvine
Director
COMMTACS learning & development