

SKILLS EMPOWERMENT TRAINING SOLUTIONS APPEALS PROCEDURES FOR RQF AWARDS

Any Candidate has the right of appeal if they disagree with any assessment decision at any stage of the process.

The following procedure should be followed: -

APPEAL AGAINST THE DECISION OF AN ASSESSOR

Request further clarification from the Assessor within fifteen days of the feedback from the Assessor. (If not satisfied)

Lodge an appeal with the Internal Quality Assurer within twenty days of being notified of the assessment decision.

IQA will re-assess your evidence, attempt to find a solution e.g. through another assessment or re-consideration of the evidence/work and provide written feedback of decision. (If not satisfied)

Lodge an appeal in writing with the Centre Manager within 20 days of being notified of the IQA decision.

The Centre Manager will set up a panel made up of one Assessor (not connected to the centre), one IQA (not connected to the centre), one candidate (not connected to the candidate making the appeal). The Awarding Body's External Verifier will also be notified stating the reason for the appeal and how it will be heard.

The panel will meet within 20 days of the receipt of the written request for the hearing.

The Candidate and the EV will be notified of the Panel's decision.

The Panel's decision will be final.

All of the above must be carried out in writing and copies sent to

Centre Manager:

MONDAY OLIGHAZA

Email: molighaza@setslimited.co.uk
info@setslimited.co.uk

Call: **0795105799**