

## **APPEALS PROCEDURE**

Assessment should be an open process and if you don't agree with an assessment decision (or are not happy about how an assessment was done) you should talk to your assessor and explain the reasons for your disagreement. Your assessor will discuss the assessment requirements with you but, if you still disagree, you have the right to appeal.

### **How to make an appeal**

1. If a candidate wishes to appeal they should write to the Centre contact within 20 days of the candidate being notified of the assessment decision.  
The letter should give full details of the reasons for the appeal.
2. The Centre Contact will:
  - a) Set a date for the appeal to be considered by an appeals panel
  - b) Attempt to find a solution with the candidate and assessor, for example through another assessment or reconsideration of the evidence
  - c) Notify the assessment centre that an appeal has been lodged (if not resolved in b) above), give details of how it will be heard, including the composition of the appeals panel.
3. The appeals panel will meet to consider the appeal within 20 working days of the Quality Assurance Co-ordinator receiving the appeal.
  - a) The appeals panel will be made up of two representatives from the Assessment Centre, the CBS Training Centre and two work-based assessors not connected with the assessment.
  - b) The panel will check that the Assessment Centre has received full accounts from all parties involved in the assessment
  - c) The Quality Assurance Co-ordinator, on behalf of the panel, will inform the candidate of the outcome of the appeal within three days of the hearing. If candidates disagree with the outcome they have the right to appeal directly to City and Guilds.
  - d) The outcome of the appeal will be one of the following:
    - Confirmation of the original decision
    - Instructions that the competence be reassessed by the same or a different assessor
    - A judgement that the evidence presented is an adequate demonstration of competence and a recommendation that the assessment decision be overturned

### 4. Contact

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