

Purpose

Learners have the right to challenge an assessment decision made by an assessor.

PACEY will ensure that:

- all learners are made aware of the procedure and are given access to it
- All Tutors, Assessors and Internal Quality Assurers are aware of the procedure and given access to it.

The purpose of this document is to describe the procedure to follow where a dispute arises from any assessment that has taken place.

Scope

This procedure is applicable to all learners.

Procedure

The following procedure should be followed in the event of a learner disputing the outcome of an assessment.

Stage One:

- Where the learner disagrees with the assessment given (s)he must explain the reasons for this to the assessor concerned as soon as possible.
- The assessor should consider the learner's explanation and provide a response giving a clear explanation or a repeat explanation of the assessment decision following a re-evaluation of the evidence.
- If the learner agrees with the outcome at this stage then the appeal will not proceed any further.
- If the learner is not happy with the outcome then the Appeal will proceed to Stage Two.

Stage Two:

- The learner will submit the reasons for the appeal completing section 1 of the Learner Appeal Form.
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- The assessor completes section 2 of the Learner Appeal Form and forwards this to the Quality Assurance Officer who will allocate an Internal Quality Assurer (IQA). This will include the original assessment record and candidate evidence
- The IQA will reconsider the assessment decision through an evaluation of:
 - the candidate's evidence and associated records
 - the assessor's rationale for the decision
- The IQA will complete Section 3 of the Learner Appeal Form and provide the learner with the reconsidered decision within 10 working days of receiving the appeal.
- Where the learner remains unhappy with the reconsidered assessment decision, the Appeal must proceed to Stage Three.

Stage Three:

- If no resolution has been reached, the Stage Two Internal Quality Assurer will forward details to the Quality Appeals Panel. These should include:
 - Learner Appeal Form, appropriately completed
 - Assessment records
 - Any written comments from the IQA (e.g. background details)
- The Quality Appeals Panel will include the Quality Assurance Officer and the Lead Internal Quality Assurer
- They will evaluate the situation and complete Section 4 of the Learner Appeal Form, informing the learner with the reconsidered decision within 5 working days.
- If the learner remains unhappy with the reconsidered assessment decision, the appeal will proceed to stage four.

Stage Four:

- If no resolution has been reached the Quality Assurance Officer will contact the External Verifier from the awarding body.
- The EV will then be provided with all the evidence to examine and will notify the Quality Assurance Officer of the final decision.
- The Quality Assurance Officer will then notify the Learner, Assessor, IQA and Lead IQA of the final decision.