



# **RJM Educational Consulting CC**

## **Appeals policy**

**POLICY NO:** QMS05: Appeals

**VERSION NO:** 1

**DATE:** June 2007

	<b>Name</b>	<b>Signature</b>	<b>Date</b>
Compiled by:			
Approved by:			

# RJM Educational Consulting CC

## Appeals policy

<b>Introduction</b>	It is a principle of assessment in the context of the NQF that all learners have the right to appeal an assessment decision if they feel they have been wrongly assessed.
<b>Aims and Objectives</b>	To ensure that learners who feel aggrieved by an assessor's decision have a mechanism they can use to voice their disagreement with the decision taken.
<b>Scope</b>	This procedure will apply to all disputes in terms of unit standards-based assessments.

---

### Appeal process

#### Stage One

- Where the candidate disagrees with the assessment given s/he must explain the reasons for this to the Assessor concerned as soon as possible. In most circumstances this will be immediately after receiving the assessment decision.
- The Assessor should consider the candidate's explanation and provide a response through:
  - a clear explanation or a repeat explanation of the assessment decision following a re-evaluation of the evidence
  - amendment of the candidate's assessment record, if appropriate
  - a written report must be submitted with the assessment stating the candidates' appeal and the explanation from the assessor.
- This should take place within 7 working days
- If the candidate agrees with the outcome at this stage then the appeal will not proceed any further.
- If the candidate is not happy with the outcome then the appeal will proceed to Stage Two.

#### Stage Two

- The Moderator must receive the following from the Assessor within 3 (three) working days:
  - The original assessment record and candidate evidence, where appropriate
  - A Written report explaining the candidate's appeal and the explanation from the assessor
- The Moderator will reconsider the assessment decision by evaluating:
  - The candidate's evidence and associated records
  - The Assessor's rationale for the decision
  - The opinion of another Assessor
  - The opinion of the candidate

- The Moderator should put in writing his conclusion and provide the candidate with an alternative Assessor and date within 5 working days of receiving the appeal.
- Where the candidate remains unhappy with the second assessment the Appeal must proceed to stage three.

### Stage Three

- If no resolution has been reached, the stage three Moderator will study the case history. These documents should include:
  - All written reports from assessors and moderators
  - Assessment records
  - Any written comments from the Moderator (e.g. background details)
- The Moderator will then, within 10 working days, convene a panel comprising:
  - the original Assessors
  - the stage two Moderators
  - another Moderator from the relevant discipline
- The panel will evaluate the situation and write a report and will inform the candidate of its decision within 5 working days
- If the candidate is still not satisfied with the outcome (s) he has the right to take the appeal to the INSQA

### Stage Four

- The convening Moderator will forward relevant details to the External Verifier (EV) and these should include:
  - All written reports relevant to the appeal procedure, (including the reason for the decision of the investigation panel)
  - Assessment record sheets
  - Written comments from the Moderator (as supplied to stage three panel)
- The External Verifier will convene, within 10 working days of notification, a panel comprising of:
  - The INSQA Review Specialist or the appropriate senior post holder
  - The stage two Moderator
  - The original Assessor

The candidate should be invited to attend with a representative if they wish. The panel will reconsider the assessment evidence, led by the External Verifier.

- The panel must reach a decision and inform the candidate of the result within 5 working days, in writing.
- The decision of the panel is final

### Reports

Records of all appeals must be logged and made available as appropriate to:

- all relevant parties to the dispute
- the Managing Member
- INSQA.