

Appeals and Dispute Policy & Procedures

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Purpose

The purpose of this policy is to give learners avenues through which they can challenge the assessment.

Scope

- All learners will be familiar with the appeal procedure.
- All learner's appeals shall be dealt immediately soon after assessment date without prejudices.
- A complaint shall be lodged with the relevant assessors within five working days after receiving the assessment feedback
- The assessors, learner's guardian or parent and head of the education and training shall handle the appeal.
- The relevant assessor shall remark the script or the learner shall be given the same practical assessment in the presence of another educator.
- All persons involved shall check results of the assessment
- The learner will be allocated with the marks accordingly, if there was a mistake on the part of the assessor.

In case where the learner wants to appeal, Lasting Impressions Training will follow all stages of the Appeal and Dispute Procedures, as follows:

STAGE ONE

The assessor would consider the candidate's explanation and provide a response through:

- A clear explanation of the assessment decision following a re-evaluation of the evidence must be given to the learner
- Completion of section 1 of the Candidate's Appeals Form
- Amendment of the candidate's assessment record
- If candidate is not happy with the outcome then the Appeal would proceed to: **Stage Two**

STAGE TWO

- Assessor would forward relevant Unit Standards within 5 days to the Internal Moderator.
- The Internal Moderator would then have to complete Section 2 of the candidate Appeal Form and provide the candidate with the re-considered decision within 14 days of receiving the appeal
- If candidate is unhappy with the re-considered assessment decision, the Appeal proceed to the Investigatory Panel Stage.

STAGE THREE

- If no resolution has been reached at this stage details would be sent to Seta, who would within ten working days, convene a panel to evaluate the situation and completes section 3 of Candidate Appeal Form, The panel would be comprised of:
- The Seta, The Stage Two IM, and another IM from the same programme area.

If candidate is still not satisfied with the outcome s/he has the right to Appeal to the Appeals Management Committee

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STAGE FOUR

At the fourth stage relevant details, for example, Candidate Appeals form, Assessment record sheet, Written comments from the IM etc. would be forwarded to The manager of Quality, Equality and Customer Service by the CIM.

The manager would then within 10 days of notification convene a panel which consists of:

- The Manager for Quality, Equality and Customer care
- The stage two IM and the original assessor

Candidate will be invited to attend with a friend or colleague should they wish to do so.

Panel should reach the final decision and inform the candidate in writing within 5 working days.

Records of all Appeals will be logged and made available as appropriate to the External Verifier.

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APPENDIX | ASSESSMENT APPEALS FORM

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Any candidate has the right to appeal against any decision or finding by the assessor. If the candidate wishes to appeal, he or she should follow the procedure as set below:

I HEREBY WISH TO APPEAL AGAINST THE OUTCOME OF AN ASSESSMENT SECTION ONE
(within one week of Assessment report)

Candidate's Name:

ID Number:

Assessment Date:

Unit Standard/ Qualification Title:

Reason for Appeal against Assessment report (Brief Outline):

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Assessor's Name:

Candidate's Signature:

Date:

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SECTION TWO (within one week of Assessment report) Principal / Manager reconsidered
(Attach a detailed report if required).

Principal / Manager:

Signature: Date:

The above decision has been explained to me and I accept the assessment decision is final

Candidate:

Signature: Date:

The above decision has been explained to me and I wish to submit a third appeal

Candidate:

Signature: Date:

The candidate is to send this appeal form together with copies of ALL assessment documentation and the portfolio of evidence to the principal / manager.

Learner First Names:

Learner Surname:

Learner National ID:

Learner Alternate ID:

Name of Qualification:

Reason for Appeal: Please Provide Full Detail:

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Assessor's Name:

Learner's Signature: Date:

Office use only:

Date Received:

Signature: Date:



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