

Appeals and Grievance Procedure

Appeals

All learners have a right of appeal if they are dissatisfied with an assessment decision.

Stage 1

The learner should raise the issue with the Assessor during/at the end of the assessment session or within seven days of the assessment.

The Assessor will reconsider the reasons underpinning the decision and provide clear feedback. If the Assessor is upholding the original assessment decision, then the learner will be provided with full information describing what is required to demonstrate their competence. This should be provided in writing* and relate specifically to the standards relevant to the assessment decision.

If the learner remains unhappy with the decision, the learner will need to complete an Appeals Form which will be forwarded by the Internal Verifier. These forms are available on request.

Stage 2

The Internal Verifier will review all evidence and assessment records in order to consider the appeal. A decision will be made within five working days and the learner and Assessor will be informed orally and in writing using the appropriate section of the Appeals Form.

If the learner is dissatisfied with the decision the appeal proceeds to stage 3.

Stage 3

The third and final stage involves the right of appeal to the Assessment Appeals Panel. The Internal Verifier should pass all records to the Programme Manager. The Programme Manager will convene an Appeals Panel consisting of, for example:

- The Programme Manager
- A different Assessor
- An independent Assessor/Internal Verifier

Both the learner and the Assessor will be invited to make their case to the Panel. The Panel will reach its decisions within 10 working days.

Results of the Appeals Panel will be final.

Grievances

If you have a complaint or grievance against any aspect of Best Practice's conduct or performance in relation to programme delivery, please put your complaint in writing to:

Managing Director
Best Practice Training & Development Ltd
First Floor, Centre Block
Hille Business Centre
132a St Albans Road
Watford WD24 4AE

*If the learner is unable to use the forms or there is a barrier to writing information on the appeals form, other appropriate substitute methods may need to be adopted, e.g. dictation to another person helping the learner with the appeal.

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