

Candidate Appeals Procedure

1. Introduction

1.1 If you are dissatisfied with an assessment outcome, you have a right of appeal. There are 4 stages in the appeals procedure and each stage must be exhausted before proceeding to the next one. You are advised to keep your own copies of all the documents used in the appeals procedure.

2. Principles

2.1 As part of the Awarding Bodies Common Accord (July 1997) and Edexcel (the Awarding body) requirements, candidates should have access to fair and reliable assessment in which they play an active part. Candidates therefore have a right to appeal against assessment decisions which are unclear or seem unfair.

3. Reasons for Appeal

3.1 The main reasons for appeal are likely to be:

- You do not understand why you are not regarded as competent, due to a lack of or unclear feedback from the Assessor.
- You believe you are competent and that the Assessor has misjudged you, or has failed to use some vital evidence.

4. Appeals Procedure

Stage 1

If you receive a decision that you are unsatisfied with, you have the right to appeal directly to the Assessor who carried out the assessment. The appeal must be put in writing within **5** working days and clearly indicate:

- The points of disagreement
- The evidence in the portfolio that you believe meets the requirements for claiming competence

Stage 2

If you are not satisfied with the outcome at Stage 1 of your appeal, you can appeal to the Internal Verifier. This appeal must be in writing within **5** working days, but need not repeat the detail provided at Stage 1 as all documentation used at Stage 1 will be passed onto the internal Verifier. You will receive a response within **5** working days.

Stage 3

If you are not satisfied with the outcome at Stage 2 of your appeal, you can appeal in writing within **5** working days to the Independent Assessment Panel. This consists of the course coordinator and an independent assessor/IV. Both you and your assessor will be invited to present your case to the panel. You will receive a response within **5** working days. The decision of the panel is final.

Please note that this is the final stage within NCT Assessment Centre appeals procedure.

Stage 4

If you are not satisfied with the outcome at Stage 3 of your appeal and you have exhausted NCT Assessment Centre appeal procedures, you may proceed to Stage 4. This appeal must be put in writing to the Quality Standards Manager for Adult Learning and Employment at Edexcel, and must be accompanied by copies of all documentation from Stages 1 and 2. There must also be evidence that you have exhausted all the Centre's appeals procedures.

Candidate Appeals Procedure Overview

Stage 1

Discuss with your assessor

Stage 2

Appeal in writing to IV within 5 working days

Stage 3

Appeal in writing to Independent Assessment Panel
(NCT final stage)

Stage 4

Edexcel
Quality Standards Manager for Adult Learning & Employment