**Introduction to the Appeals Procedure**

All candidates have the right to a fair and appropriately conducted assessment and to clear and constructive feedback.

They have the right to timely support and guidance from their NVQ centre. They therefore also have the responsibility to work with their assessor to achieve their NVQ.

If candidates believe that the standard of assessment is not being maintained they have a right to appeal about their access to assessment and assessment decisions. They can also complain against the way in which a centre is being managed.

The appeals and complaints procedure has three stages and these are outlined below.

All the necessary documents should be filled in and sent to the appropriate person

**NVQ APPEALS PROCEDURE**

The appeals procedure consists of three stages

**STAGE ONE**

1.1 Where the candidate disagrees with the assessment decision given, they must discuss this with the assessor concerned as soon as possible. The candidate may provide additional evidence to help prove their competence

1.2 The assessor must carefully consider what the candidate has said and /or review any new evidence and provide an immediate response.

1.3 The assessor can:

a. Confirm the original decision, explaining clearly the reasons for the decision after re-evaluation of the evidence.

b. Amend the original decision after re-evaluation of the evidence and alter the candidate’s assessment record accordingly

1.4 The NVQ Appeals Form must be completed by the candidate up to and including Stage one.

1.5 If the candidate agrees with the decision the appeal need not proceed any further.

1.6 If the candidate remains unhappy with the decision, the appeal must proceed to Stage two

**STAGE TWO**

2.1 The assessor must forward the original record/candidate evidence, where appropriate, and the NVQ Appeal form to the appropriate Internal Quality Assurer within twenty-four hours of the appeal being raised.

2.2 The Internal Quality Assurer must re-consider the assessment decision by evaluating the: -

a) Candidate evidence and associated records.

b) Assessor’s rationale for the decision.

c) Opinion of another assessor.

d) Opinion of the candidate.

2.3 The Internal Quality Assurer can -

a) Confirm the original assessment decision.

b) Amend the original assessment decision and alter the assessment records accordingly.

2.4 The Internal Quality Assurer must complete Stage two of the NVQ Appeal form.

2.5The candidate must be informed of the decision in writing within five working days of receipt of the appeal. The Internal Quality Assurer should also meet the candidate to explain verbally the reasons for the decision.

2.6 Where the candidate remains unhappy with the decision, the appeal must proceed to Stage three.

**STAGE THREE**

3.1 The Internal Quality Assurer must forward all relevant details to the NVQ Co-ordinator including:

a. The NVQ Appeal Form

b. Assessment Record Sheets

c. Background details

d. Written comments of the Internal Quality Assurer

3.2 The Co-ordinator must convene the Appeals Panel within ten working days of receipt of the appeal.

3.3 The Appeals Panel will consist of the

a. NVQ Co-ordinator

b. Internal Quality Assurer

c. Candidate

d. Original Assessor

e. Friend or colleague of the candidate if they wish

3.4 The Appeals Panel can:

a. Confirm the original assessment decision

b. Amend the original assessment decision and alter the assessment records accordingly.

3.5 The Appeals Panel must reach a decision and inform the candidate accordingly.

3.6 The decision must be confirmed in writing within five working days of the appeal being heard.

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| **APPEALS REPORT FORM** | |
| Where possible, the candidate should speak to the assessor directly and try to resolve the matter. If an agreement cannot be reached or the matter is beyond the assessor’s remit, this form should be filled in. | |
| Name of Candidate: | Title and level of Qualification: |
| Candidate’s Work Address: | Name of Assessor: |
| Explain briefly why you wish to appeal | |
| Have you spoken to your assessor? YES / NO  If yes, what was the outcome? If no, what was the reason for this? | |
| Candidate’s signature:  Date: | |

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| **INTERNAL QUALITY ASSURER’S DECISION ON APPEAL**  Internal Quality Assurer's should record their decision, giving a copy to the candidate and the assessor. The decision should also be presented for discussion at the next Internal Quality Assurer's meeting. | |
| Name of Candidate: | Name of Assessor: |
| Briefly describe the evidence collected: | |
| Briefly state your decision and reasons for it: | |
| Recommendations: | |
| Name of Internal Quality Assurer:  Internal Quality Assurer signature and date | |

# Centre Complaints Procedure

EnviroAwards recognises that there may be times when individuals feel aggrieved and may wish to complain about matters other than assessment decisions (which are handled through the appeals procedure). In these instances, the recognised complaints procedure is as follows;

1. The complainant should complete and return a `Notification of Complaint' form to the Centre Manager.

2. Receipt of the complaint will be acknowledged usually via email.

3. The complaint will be reviewed by the Centre Manager. They will decide whether the nature of the complaint impacts on the quality standards of delivery or if it relates to other areas of the business which will not affect the assessment process.

4. The Centre Manager will investigate the complaint accordingly. Those involved in the complaint will have the right to attend any scheduled meetings to express their views in person.

5. The Candidate will receive a written response within ten days, setting out the result of the investigation and the action that will be taken. If the investigation is likely to exceed ten days, the candidate will be contacted and told when we expect a response will be available.

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| Notification of Complaint  EnviroAwards recognises that there may be times when individuals feel aggrieved and may wish to complain about matters other than assessment decisions (which are handled through the appeals procedure).    Where possible the complainer should speak directly to those involved and try to resolve the matter. If this is not possible, or agreement cannot be reached this form should be filled in.  Please complete all sections and return this form as soon as possible to the address shown at the base of this form. | |
| Your name: | Are you currently undertaking a qualification with EnviroAwards?  If yes please give the title and level of qualification. |
| Candidate’s work address: | Address for correspondence if different |
| Explain the nature of your complaint (use a separate sheet if necessary) | |
| Your signature  Date | |
| Please send this completed form to:  EnviroAwards Limited  Office 148A Butely Road, Luton, Bedfordshire, LU4 9EY  Alternatively, please email to:  info@enviroawardsltd.co.uk  Thank you | |