

## **CANDIDATE APPEALS PROCEDURE**

This appeals procedure is drawn up by Rutledge to facilitate candidates undergoing vocational training. This procedure allows candidates registered with Rutledge (the approved Centre) to challenge the outcomes of their assessment. If a candidate considers that the centre has not conducted an appeal in the agreed way, they can complain first to the Centre and if dissatisfied with the response, to the Awarding Bodies.

The main concerns of this policy are to ensure that:

1. Candidates who have any grievance concerning their assessment should have the opportunity to have a full and fair hearing.
2. Any grievances notified to Rutledge should be dealt with as quickly as is reasonably practicable.
3. Every effort should be made to resolve these grievances at the lowest possible level.

### **Stage 1**

- (a) A Candidate wishing to appeal should first of all raise the problem with the assessor concerned.
- (b) If the matter is unable to be resolved they should raise the matter with the Centre Coordinator in writing, indicating they intend to invoke the internal Appeals Procedure.
- (c) This should be done within fifteen working days of the notification of the assessment decision.

### **Stage 2**

- (a) The Centre Coordinator (Teaching and Learning Manager) will examine all the information available and discuss the matter with all the parties involved which may include the assessor, other assessors and internal verifier.
- (b) If the issue cannot be resolved at this stage, the Centre Coordinator will constitute an Appeals Panel. Details of the composition of the Appeals Panel are set out below.
- (c) The Centre Coordinator will notify the External Verifier that an appeal has been logged with the Centre.

### **Stage 3**

- (a) The Appeals Panel will meet within fifteen working days of receipt of the appeal by the Centre Coordinator.
- (b) The Appeals Panel will interview all parties they consider relevant to the case Centre Coordinator.
- (c) The Appeals Panel will deliver a decision within five working days of meeting.
- (d) If the candidate is dissatisfied with the decision reached by the Appeals Panel they may proceed to Stage 4 of the Appeals Procedure.

### **Stage 4**

- (a) The candidate may refer their complaint directly to the Awarding Body.

**Reviewed by: SMT (August 2012)**

**Revised by: Breda Cullen**