

Student Appeals Procedure

Purpose of Policy	This procedure lays out our procedure for dealing with student appeals in relation to assessments made during training.
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Approved by:	Steven Wines, Chief Executive Officer

1. General Principles

New Career Skills are committed to open and fair assessment. All of our students are involved in the assessment process. There may be occasions when a student and their Assessor have conflicting views about an assessment decision. Should a student find themselves in this situation, they are encouraged to follow the procedure outlined below.

This Appeals Procedure is for appeals against assessments only. Any complaints should be processed in accordance with our Student Complaints Procedure.

Any appeal needs to be made, by the student, within 14 days of the assessment date.

2. Informal Reassessment of Decision

If a student does not agree with an assessment decision, it should initially be discussed with the Assessor, explaining the reasons why the student does not agree. The Assessor will give a clear explanation of the decision and will re-examine the evidence with the student.

If the student and the assessor come to an agreement then the process ends there.

If, however, the student remains dissatisfied with the decision, the appeal can proceed, and you must complete a Student Appeal Form and submit it to Head Office where it will be logged as a Student Appeal.

3. Appeal to Internal Verifier

The completed Student Appeal Form, together with the assignment/assessment activity completed plus any explanation the student may wish to include, will be sent to the Internal Verifier within 48 hours. The Internal Verifier will review the decision, and the student will be informed about the outcome within one working week. The decision will be entered onto the Student Appeal Form and a copy retained at Head Office.

In the event that the student is unhappy about the reconsidered assessment decision, the appeal will be forwarded to an Appeals Panel which will be convened within 2 working weeks.

4. Appeal to Panel

The relevant evidence will go to an Appeals Panel which may include the student, a friend of the student (optional), the original Assessor, the Internal Verifier and two independent people appointed by New Career Skills. The panel will convene and reach a decision within two working weeks and notify all parties of the outcome.

New Career Skills will treat the decision of the Appeals Panel as final. However, the student may contact the Awarding Body to further investigate the appeal if they wish. The Awarding Body may require the student to pay a fee (the student would be notified of any charges prior to the proceeding).

5. Questions

Queries or requests for further details should be directed to the Centre Manager.