

# POLICY

## APPEAL GROUNDS & PROCEDURE

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All SQA registered candidates have the right to appeal against the results of internal assessments.

### 1. GROUNDS FOR APPEAL

- 1.1. Grounds for appeal relate to assessment leading to an award offered by Training for Care. All other matters should be referred to the candidate's management appeals system.
- 1.2. The candidate must be registered for an SQA award with Training for Care.
- 1.3. The candidate has been found to be *Not yet competent* in unit(s) or learning outcome(s), or;
- 1.4. The candidate has been found to have been involved in malpractice, or;
- 1.5. The assessment site or the assessor has failed to carry out assessment as agreed with the candidate, or;
- 1.6. The assessment site or the assessor has failed to carry out assessment as agreed with Training for Care.

The grounds for appeal should therefore be limited to:

- The conduct of assessors
- The assessment decision
- The duration of the assessment
- The adequacy of assessment
- The adequacy of the assessment environment
- The quality of the candidate's performance
- The quality of the candidate's evidence
- The malpractice decision

### 2. PROCEDURE

#### 2.1 Stage 1 – Informal

The candidate should first appeal to their Assessor as soon as possible and no later than one (1) month of the assessment decision.

The assessor must respond within fourteen (14) days.

#### 2.2. Stage 2 – Informal

Where the candidate is dissatisfied with the response from their assessor, or feel that they cannot approach the assessor, they may contact the Internal Verifier no later than one (1) month of the assessment decision or within seven (7) days of the assessors' response. The IV must respond within fourteen (14) days and report the matter to the lead IV who will log the appeal.

### 2.3. Stage 3 – Formal

If consultation with the Internal Verifier fails to produce agreement the candidate may appeal in writing, along with any evidence and/or personal statements, to Training for Care to a member of Training for Care's Senior Management Team within seven (7) days of the Internal Verifier's response. If requested, an Appeal Form will be issued. A written receipt will be sent within seven (7) days to acknowledge the appeal.

If the candidate is required to meet with the Appeals Panel, they may be accompanied by a person of their choice.

The Panel may call on any other relevant person to provide evidence/ information.

Every appeal will be investigated by an Appeals Panel and a decision reached within twenty-one (21) days. The Panel decision will be notified in writing to the Candidate, the Assessor and the Internal Verifier.

An upheld appeal will result in the assessment decision being reversed automatically.

### 2.4. Escalation of Appeals

For regulated qualifications only e.g. SVQs, where the appeal has not been upheld the candidate has the right of appeal to the SQA awarding body if they are not satisfied with the outcome.

Candidates should submit appeals to an SQA Director, in writing, within **15 working days** of receiving written notification from their centre on the outcome of the appeal. The letter should be sent to the Corporate Office at SQA's Glasgow office: The Optima Building 58 Robertson Street Glasgow G2 8DQ and should be clearly marked as an appeal.

The appeal must include a written account of why the candidate thinks that the centre's decision is wrong, and must include the candidate's evidence to support their case. Appeals of this kind will be referred by SQA to experienced subject specialists. Their decision is final.

The SQA Director responsible for considering the appeal will inform the candidate and the centre in writing of the decision of the subject specialists within **15 working days** of receiving the written appeal, and will give the reasons for the decision.

If the candidate is unhappy with the outcome of this appeal to SQA awarding body, they have the right to raise this matter with SQA Accreditation, who will advise them of the next steps in their review of the awarding body's process in reaching this decision.

## 3. APPEALS PANEL

3.1. The Appeals Panel will be established by Training for Care.

3.2. The Appeals Panel will consist of an Assessor, an Internal Verifier (neither should have previous involvement in the assessment of the candidate) and at least one appropriate member of Training for Care staff. It may also be appropriate to involve someone from outside the centre with a broad expertise in the award area.