

Candidate Appeals Procedure

This procedure has been produced to meet awarding organisation requirements and ensure that all candidates and assessors have clear procedures to follow in the event of alleged unfair or inappropriate assessment processes.

This policy covers all candidates registered with ITS and all assessors, Internal Quality Assurers and in-salon assessors carrying out assessments on behalf of ITS.

The Stages

If a candidate is dissatisfied with an assessment decision s/he has the right to appeal. There are THREE stages to the appeals procedure and each stage must be exhausted before proceeding to the next one.

Stage 1

Candidates who are unhappy with an assessment decision have the right to appeal directly to the assessor who carried out the assessment. If the appeal cannot be amicably dealt with through discussion, the candidate should complete the **STAGE 1 FORM** and send it to ITS. The assessor is required to discuss the appeal with the Internal Quality Assurer and respond to the candidate's Stage 1 appeal within 10 working days.

Stage 2

Candidates who are not satisfied with the outcome of Stage 1 can take the appeal further. This appeal is made using the **STAGE 2 FORM** and must be lodged within 20 days of receiving the Stage 1 decision. The Curriculum Coordinator will investigate the facts and notify the External Quality Assurer who represents the awarding organisation. If the matter cannot be amicably resolved an appeals panel will be set up.

Appeals Panel

The appeals panel will be the Curriculum Coordinator, the Managing Director and an independent Internal Quality Assurer not connected with the candidate's case. The candidate or assessor may both bring a friend to the hearing if they wish. The case is heard through interviewing the candidate, assessor and Internal Quality Assurer who considered the appeal at Stage 1. Once all the facts are gathered, the panel's decision is put in writing and sent to all parties within 5 working days.

Stage 3

Candidates who are not satisfied with the outcome of the Appeals Panel can take their appeal to the awarding organisation. Advice on whom to contact at the awarding organisation will be given to the candidate. The decision of the awarding organisation is final.

STAGE 1 – CANDIDATE APPEAL FORM

Please complete this form and send it to Inter Training Services. You will receive a response within 10 working days of ITS receiving the form.

Candidate name	
Name of assessor	
Where the assessment took place	
Date the assessment took place	

Did you attempt to appeal to the assessor at the time of the assessment?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
What reason did the assessor give for not changing the assessment decision?		

Which parts of the programme did the assessment cover?
Which assessment methods were used by the assessor?
What are your grounds for the appeal?

Please email to info@its-ltd.net or post to:

Inter Training Services Ltd
2 London Road
Horndean
Waterlooville
Hampshire
PO8 0BZ

STAGE 2 - CANDIDATE APPEAL FORM

Please complete this form and send it to the Curriculum Coordinator. Your case will be discussed with the Internal Quality Assurer and you will receive a response within 10 working days.

Candidate name	
Date you received the Stage 1 response	
Reasons why you are dissatisfied with the Stage 1 appeal outcome	
Date	

Please email to Charlotte@its-ltd.net or post to:

**Inter Training Services Ltd
2 London Road
Horndean
Waterlooville
Hampshire
PO8 0BZ**

STAGE 2 - COMPLETION BY CURRICULUM CO-ORDINATOR

Candidate name	
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Date Stage 2 Form received	
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Details of evidence reviewed and persons interviewed in connection with this appeal
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Stage 2 Appeal decision

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Signature	
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Date	
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STAGE 3 - NOTICE OF APPEALS HEARING

This form is to be completed by the Chair of the Appeals Hearing panel.

All papers relating to this case must be attached to this form. **No new evidence may be presented at the Hearing.**

Copies of all documents to be sent to:

- Candidate
- Assessor
- Internal Quality Assurer
- Independent Internal Quality Assurer (sitting on panel)
- External Quality Assurer

The candidate and assessor involved in the hearing (plus their nominee) will be advised of the time they are required to attend the hearing according to the agenda below.

APPEALS PANEL HEARING

The panel members will be the Managing Director (Chair) and an independent Internal Quality Assurer. The External Quality Assurer representing the awarding organisation may also attend.

Date of hearing		
Time		
Venue		
Sequence of Appeals Hearing (agenda)		