



### Appeals Procedure Policy

<b>Document title:</b>	Appeals Procedure Policy
<b>Version number:</b>	1.1.
<b>Policy Status</b>	Approved
<b>Date of Issue</b>	May 2019
<b>Date to be revised</b>	May 2020
<b>This policy was adopted by:</b>	Charlotte White

## Appeals Procedure

1. A learner seeking arbitration in the case of a dispute with an assessor over, the authenticity of evidence, the sufficiency of evidence for the achievement of a standard, or the validity of a particular piece of evidence, should in the first instance discuss this with their assessor.
2. If the learner is not satisfied with the outcome of the discussion with the assessor, then they should contact the IQA. The IQA will acknowledge receipt of complaint and will investigate. A response will be written to the learner within 10 working days.
3. If the learner wishes to take the appeal beyond Reach4Skills staff, an appeal should be made in writing to the EQA allocated to the Centre at the time of the complaint.
4. If the Reach4Skills's staff deny the candidate access to the EQA, the learner may pass their written case to the EQA via the Scheme Manager. No fee would be charged at this stage.
5. The EQA may refer the written appeal to the Chief EQA if the appeal requires a decision of a technical nature or if, for any reason, EQA wishes to take a second opinion.
6. If the EQA, having referred the matter to the Chief EQA, is still unable to bring the matter to a conclusion which is satisfactory to the candidate, the candidate may appeal direct to the Awarding Body, in order to obtain a Candidate Appeal Form. The Awarding Body will inform the Candidate of the required fee and send them the Candidate Appeal Form. Despatch of the form will be logged in a central record at the Awarding Body.
7. The candidate should return the Candidate Appeal Form along with the written appeal and the requested fee.
8. The fee will be returned if the candidate's appeal is upheld.