

## Appeals Procedure

### Procedure for an Appeal against the Assessment decision

If a candidate feels there is a justified reason for disagreeing with the assessment made by the course tutor (Assessor) or the internal verifier the following procedure should be adopted: This applies to the assessment of the qualification.

The first stage in the appeals procedure is to the tutor/assessor and should be made in writing stating the nature of the appeal. A copy should be sent to the Ascent Training Centre for the Attention of the Training Manager. Where the Training Manager is the tutor please send to Centre Manager at Stevenage Swimming Centre.

The tutor/assessor is required to respond to the complaint within 10 working days with a copy to the Training Manager / Centre Manager and the Internal Verifier.

Course tutors may:

- Confirm the original assessment
- Revise the original assessment

In light of the above the candidate may:

- Accept the assessment
- Appeal to the internal verifier

In the event of the candidate wants to appeal to the Internal Verifier, the Internal Verifier may:

- Confirm the original assessment made
- Support the appeal on the basis of the evidence produced and reaches agreement with the assessor and candidate. In the unlikely event of disagreement between the course tutor and internal verifier with regard to the assessment of a candidate the decision of the internal verifier will prevail.
- Be unable to make a decision on the basis of the evidence provided.

In the event of the Internal Verifier not being able to make a decision, the Internal Verifier will submit a full report of External Verifier who may:

- Confirm the original assessment made
- Support the appeal on the basis of the evidence produced



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- Submit the report to the Governing Body for consideration and final decision.
  - In addition to the above the outcome to the appeal may require the candidate to be re-assessed in a specific assessment area or against the total assessment criteria