



North Tyneside Council

North Tyneside Council Adult Learning Service

Candidate Appeals

NTC Adult Learning Service should provide fair assessments. If you think your assessment was unfair you can appeal. We have a clear appeals procedure which includes:-

- A formal system of recording appeals.
- Prompt responses within clearly stated times.
- Stages that give all parties the opportunity to put their case.
- Clear outcomes at each stage.
- Constructive feedback to you, the candidate.
- The appeals procedure has 3 stages.

Stage 1 Assessor and Candidate

- If you disagree with an assessment, you must discuss your reasons with the tutor/assessor concerned as soon as possible. Normally this will be immediately after you receive the assessment decision. If this is not convenient, you should arrange an appointment with the tutor/assessor.
- The tutor/assessor will consider your reasons and look again at what you did for your assessment. He or she must then give you an immediate response, which must be:-
 - (a) a clear explanation, backed up in writing, of the assessment decision
and
 - (b) a new decision or confirmation of the original decision
- If you agree with the assessor's response, then the appeal stops at that point.
- You must tell the assessor if you are still unhappy with the decision, and your appeal will go to stage 2.

Stage 2 Internal Quality Assurance

- If you are still dissatisfied after Stage 1, the assessor will give the internal quality assurer the following information within 24 hours of the appeal reaching Stage 2:-
 - (a) the original assessment record and candidate's evidence, where appropriate
 - (b) the written explanation and confirmation of the assessment decision
- The internal quality assurer will reconsider the assessment decision, taking into account the following:-
 - (a) the candidate's reason for appeal
 - (b) the candidate's evidence and associated records
 - (c) the assessor's reason for the decision
 - (d) the opinion of another assessor from the centre

- The internal quality assurer will then give you the reconsidered decision, in writing, within 5 working days of receiving the appeal.
- You must tell the internal quality assurer if you are still unhappy with the reconsidered assessment decision. The appeal will then go to Stage 3.

Stage 3 Appeals Panel

- If you are still dissatisfied with the decision after Stage 2, you have the right to go to an appeals panel. The internal quality assurer who acted at Stage 2 will send the following details to the quality lead.
 - (a) the written explanation and confirmation of the assessment decision
 - (b) assessment record sheet(s)
 - (c) any written comments of the internal quality assurer
- Within 10 working days of receiving the appeal, the quality lead will call an appeals panel. The panel will consist of two representatives of NTC Adult Learning Service assessment and verification team, at least one of whom will be a lead verifier.
- The candidate may speak to the appeals panel or be represented by an adviser (or both), or make a written submission. The assessor who made the original decision may be asked to attend the appeals panel to answer any questions.
- The appeals panel will then discuss the matter in private and reach a majority decision. The decision will be sent to you within five working days. At the same time, the decision will be sent to the assessor and the assessment centre.

THE DECISION OF THE APPEALS PANEL IS FINAL

We the undersigned have read and abide by this decision.

Candidate's signature.....

Assessor's signature.....

Date.....

Specific awarding body moderation processes are included with these procedures