

Assessment Appeals Policy

Acculearn Training Limited

T/A

Cranbrook College

Reviewed: May 2025

Assessment Appeals Policy

If a candidate is dissatisfied with an assessment decision made by an assessor, s/he has the right of appeal. The main reasons for an appeal are likely to be:

- The candidate does not understand why the assessment decision has been made because of lack of, or unclear, feedback from the assessor.
- The candidate believes the assessor has missed, misjudged or misinterpreted some of the evidence put forward for assessment.

Where the candidate does not agree with the assessment, the candidate should advise the Centre indicating the points of disagreement with reasons and reference to the evidence in the coursework/portfolio.

There are 3 stages in the appeals procedure and each stage must be completed before proceeding to the next one. All candidates who register an appeal will receive a formal reply.

Stage 1

The candidate appeals directly to the assessor who has carried out the assessment by completing the Candidate Appeal Report. The assessor will advise the candidate of the decision in writing within 10 working days.

Stage 2

If the candidate is not satisfied with the decision made in Stage 1, s/he can proceed to Stage 2 by appealing to the internal verifier. All candidate appeals will be acknowledged and investigated to establish facts and evidence supporting the appeal.

If an appeal is considered justified remedial action will be taken. The internal verifier will discuss the appeal with the Moderator who will respond within 10 working days of receiving the candidate's appeal.

Stage 3

Candidates who have exhausted Stage 1 and Stage 2 and are still not satisfied with the decision may proceed to Stage 3. This appeal must be in writing to the Awarding Body and must be accompanied by copies of all the documentation used in Stage 1 and Stage 2.

Stage 4

If the candidate is not satisfied with the decision made in Stage 3, s/he can proceed to Stage 4 by appealing to the Ofqual. All candidate appeals will be acknowledged and investigated to establish facts and evidence supporting the appeal to Ofqual.

The Ofqual decision will be final.

