

PURPOSE

Morris Services Limited aims to establish and maintain excellent working relationships with all its candidates. All assessments should be carried out in an objective manner ensuring that the 'evidence' produced by the candidate meets the performance criteria as specified by the Awarding Body. The individuality of the candidate is taken into consideration when carrying out assessments. The evidence gathering methods may differ but every learner is taken into consideration when carrying out assessments. However, every candidate must meet the requirement of the Awarding Body.

However, situations may occur where disputes may arise. The following procedure allows Candidates to challenge the outcomes of their assessment should they feel they have grounds for an appeal. Where practical the candidate should discuss his/her objection to the assessment decision with the assessor in the first instance prior to making a formal appeal.

GROUND FOR APPEAL

A candidate may appeal on the following grounds:

- The assessment was not carried out according to the criteria published by the Awarding Body at the time
- There was insufficient opportunity given to the candidate to prove competence
- The evidence is disputed by the assessor
- Discrimination of any kind shown to the candidate

APPEALING THE ASSESSMENT DECISION

If a learner wishes to appeal against an assessment decision, an appeal should be sent to The Centre Director or Senior Internal Verifier within 21 days of being notified of the assessment decision. This should be sent to the address at the bottom of the page.

All appeals should be made using the Appeals Procedure Form available upon request and should be accompanied by any relevant supporting evidence. The Centre Director or Senior Internal Verifier will endeavour to provide a solution with the candidate, Lecturer, Assessor and Internal Verifier if required.

Failing this the Centre Director or Senior Internal Verifier will, within 14 days of receipt of the appeal:

- Set a date for the appeal to be held (within 21 days of receiving the appeal)
- Notify the External Consultant that an appeal has been lodged, giving full details of the Appeal to the appointed consultant from the Awarding Body

Administration Office:

1st Floor Unit 18 Avondale Business Centre Woodland Way Kingswood, Bristol BS15 1AW

Tel: 01179610880 E: enquiries@morrisservices.co.uk www.morrisservices.co.uk

Registered in England & Wales No. 5832600

VAT Registration Number GB 908679380

- Discuss the appeal with the Appeals Panel which consists of the Centre Director and a technically competent adjudicator who holds assessor awards and has knowledge of the Awarding Body's systems and procedures
- Inform the candidate in writing of the outcome of the appeal within 7 days of the Decision

The candidate has the right to refer the matter in writing to the Awarding Body's External Consultant. Information on the Awarding Body's Appeals procedure can be obtained from the Centre Director.

- Morris Services Limited is at liberty to seek guidance from the External Consultant on any aspect of the appeals process
- A successful appeal is not a reversal of the original assessment outcome: to establish this the candidate may need to be reassessed
- The timescales quoted in these procedures are normal maximums. In extreme cases the timescale may need to be longer in which case the reasons for the longer timescales are to be documented by the centre

POST APPEAL PROCESS

If a centre decides that a candidate has not been successful in meeting the criteria for any unit of competence for a given award and the candidate disagrees with the assessment decision, the Awarding Body will appoint an Independent verifier to adjudicate. The application will be considered by the Awarding Body Appeals Committee. This consideration will lead to one of two decisions:

EITHER the Appeals Committee supports the decision of the External Consultant: that is, the appeal will either be rejected or upheld

OR the Appeals Committee appoints an independent Assessor and requires the learner to re-submit their portfolio and be available for interview on an agreed date. The independent Assessor will then report to the Appeals Committee. (A fee will be charged to the learner.) The appeal will either be rejected or upheld.

The decision of the Appeals Committee will be final.

RETAKING OF PRACTICAL OR ASSIGNMENT BASED ASSESSMENTS

In the event of a re-test of a component being requested, the candidate will be invited to attend the test centre at a convenient time sufficient to conduct the assessment. Morris Services Limited has the right to charge a fee for this which is available upon request.

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APPEALS PROCEDURE FORM

Candidate's Name _____

Date of Appeal ____/____/____ Date of Assessment ____/____/____

Lecturer's Name _____

Assessor's Name _____

Course Assessment Undertaken _____

Grounds for Appeal:

Internal use only

Centre Director _____ Senior Internal Verifier _____

Date Appeal received by centre _____ Panel Date ____/____/____

Candidate interview Date ____/____/____ Date EC informed ____/____/____

Panel Members _____

Action Agreed:

Date Candidate informed of outcome ____/____/____

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