

# ARC Training Services

## Appeal Process



This process refers to an appeal about an assessment decision.

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**‘Competent’ or ‘Pass’** cannot be contested. **‘Not yet competent’ or ‘fail’** can be contested.

### **Sources of disagreement may include:**

- the interpretation of the learner’s behaviour in relation to values/good practice,
- the assessor may miss some working practice which the learner believes supports their claim to competence in a unit,
- the assessor may require more evidence that assessment criteria is being met than the learner believes necessary.

### **Where learners believe that they have grounds to appeal against the judgement of an assessor they should:**

- advise the assessor of this and ask the assessor to consider taking appropriate action to rectify the situation,
- If this is unsuccessful the learner should refer the matter to the IQA for consideration,
- If the learner is still not satisfied with the process he/she should contact the Qualification Centre Manager to implement a formal appeal.

### **The Appeal Panel:**

- is independent of employers,
- will be strictly neutral,
- will make use of evidence gathered during assessment,
- will be comprised of the Qualification Centre Manager and other appropriate assessors or Internal Quality Assurers, depending upon the nature of the appeal.

Learners can ask for support (from mentors and others) to assemble their evidence for an appeal against a ‘not yet competent’ or ‘fail’ decision.

The appeal should be registered with the Qualification Centre Manager within 20 days of the assessment decision being given to the learner. The Coordinator will acknowledge receipt within 5 working days. (Unless out of the office, then immediately on return.)

The Appeals Panel will meet within 20 working days of the appeal being received by the Qualification Centre Manager to consider the appeal. If the Appeals Panel require further information or evidence the Centre Coordinator will gather this on behalf of the Panel.

The Panel’s decision will be given in writing to all those involved in the Appeal.

### **For those registered with an awarding organisation:**

If the Appeals Panel decision is not acceptable the person concerned can then appeal to the awarding organisation whose decision is final. Addresses are available from ATS Chesterfield.

***All contacts regarding an appeal will be treated as urgent and confidential.***

***All records relating to appeals will be kept by the centre for a minimum of three years.***

# ARC Training Services Appeal/Complaint Form



Please complete form in block letters

Person's name \_\_\_\_\_

Awarding organisation Reg. Number \_\_\_\_\_ Date of registration \_\_\_\_\_  
(if registered) (if registered)

Workplace \_\_\_\_\_

Organisation \_\_\_\_\_

## Details of Appeal/Complaint (please delete appropriately)



(continue overleaf and on a separate sheet if necessary)

Signed by \_\_\_\_\_

Print name \_\_\_\_\_

Date received at ARC Chesterfield Office \_\_\_\_\_

Actioned by \_\_\_\_\_

Date person informed of the appeal outcome \_\_\_\_\_

By letter (copy attached)  Yes  No

If no, explain why \_\_\_\_\_

Send completed form to:

**ARC Qualification Centre Manager, ARC House, Marsden Street, Chesterfield Derbyshire S40 1JY**