

Centre Internal Assessment Appeals Procedure

Introduction

Candidates have the right to appeal against the results of internal assessments. Grounds for appeal which will be accepted (e.g. if candidates feel they were not treated fairly in assessments).

State how you will disseminate this information to candidates (e.g. through induction, handbooks, student advice centre, administration office).

It is the policy of SOMAX to inform learners of the following procedure that is in place against decisions made:

1. Candidate disagrees with assessment or IV decision or outcome.
2. Within 3 working days after assessment – candidate must lodge appeal with assessor in the first instance and discuss problem.
3. If the issue is not resolved within 3 working days after stage 2 then the issue must be referred to the Centre on 01295 250821. At this stage, the appeals form must be completed.
4. Within 7 working days after the appeal has been lodged the Head of Centre will contact the assessor and candidate to come to a solution to satisfy both parties. If after this the candidate remains unsatisfied with the IV decision move to stage 5.
5. Within 7 working days of the IV appeal decision the candidate remains unsatisfied with the outcome the candidate can contact the awarding body. The awarding body the candidate is registered under will be on the front of the candidate handbook. The appeal must be made in writing and sent within 3 days.
6. If the candidate is undertaking a non-regulated qualification they have no further right to appeal. If the candidate is undertaking a regulated qualification please go to point 7.
7. If the candidate has exhausted all the stages of SOMAX Driver Training internal assessment appeals procedure and remain dissatisfied with the outcome or the way in which SOMAX Driver Training handled the appeal they can appeal to the Awarding Body.
8. If the candidate remains unsatisfied with the outcome from the Awarding Body and they have exhausted the centre and the Awarding Body appeals process, the candidate can appeal to OFQUAL. OFQUAL cannot overturn assessment decisions or academic judgements but may investigate the effectiveness of the centre and/or the Awarding Bodies appeals process and require corrective action.

Record Retention

In the case of an appeal to the Awarding Body against an internal assessment result in a regulated qualification, SOMAX will retain records, **including all materials and candidate evidence**, until the appeal has been resolved. Thereafter, assessment and internal verification records for appeals cases will be retained for 6 years.

Other Appeals procedures can also be found in the Candidate induction and Information booklet

Appeal against Assessor or Internal Verifier Decision or Outcome

Details of Course

Type of Course:	
Start Date:	
Exam Date Theory:	
Date of Incident:	
Course Reg No:	
Venue:	
Exam Date Practical:	
Time (am/pm session)	

Candidate Details

Candidate Number	
Candidate Name	

Details of relevant Assessor or Internal Verifier

Number if applicable	
Name	
Role	

***Give details of the decision or outcome you are appealing against
(please continue on a separate sheet if necessary)***