

PURPOSE

The purpose of this policy is to treat each case fairly and consistently. However, if you disagree with an assessment decision we have made, you can appeal against it.

POLICY

If you disagree with an assessment decision we have made or want to challenge an examination result including any errors or incorrect answers that you believe exist, you can appeal. You should discuss your case with your Assessor or Instructor as soon as possible. If your Assessor agrees with you, they will note the reasons for your appeal and present this to the Quality Coordinator as soon as possible, usually immediately for action.

Any changes will be noted on the delegate assessment form and authorised by the Internal Verifier as soon as possible.

If the result of the appeal requires a change to an on-line assessment, the Technical Manager will be alerted and make the necessary changes.

You will be notified of the result of your appeal as soon as possible by your Assessor.