

The Bosco Centre	
Policy:	Quality assurance for qualifications / appeals procedure
Applies to:	College and Independent School
Reviewed:	October 2018
Next Review:	October 2019

Quality Assurance for Qualifications / Appeals Procedure

As the assessment of Diploma Certificate work is an ongoing process, it is possible that sometimes the candidate and the assessor do not agree on whether evidence presented meets the required standards. It is important that the candidates have the right of appeal.

The appeals procedure is structured so that:

- Prompt action is taken
- All parties are able to put their case forward
- The candidate gets constructive feedback
- Clear and concise outcomes are agreed
- A record of the appeal is formally kept.

The appeals procedure comprises of three stages:

Stage 1 Assessor and candidate

If a candidate disagrees with the assessment decision, they must explain the reason to the assessor as soon as possible. Usually straight after the assessment.

The assessor shall consider the candidate's explanation and provide an immediate response by:

- Explaining again their decision, after re-evaluating the evidence
- Completing of Section 1 of the Candidate appeal (attached)
- Amendment of the Candidate record of Assessment form (if the assessor now agrees that the evidence meets the standards)

If the candidate agrees with the decision, then no further action need be taken. If the candidate remains unhappy with the assessment decision, then the appeal will proceed to stage 2

Stage 2 Internal Quality Assurer

The relevant assessor must forward, within 24 hours of the appeal being made, the following documentation to the appropriate internal verifier.

- The original assessment record/candidate evidence
- Candidate appeal form (section 1 completed)

The internal verifier will consider the assessment decision, which will involve:

Evaluating candidate evidence

Talking to the candidate

Talking to another assessor

Talking to the assessor involved

Section 2 of the candidate appeal form will then be completed, and the candidate given the decision within 5 working days of the appeal being received.

If the candidate remains unhappy then the appeal must proceed to stage 3

Stage 3 Appeals Panel

The relevant internal verifier involved in stage 2 of the appeal will forward the appropriate details to the Verifier Co-ordinator / Quality Assurance of the Centre. These details will include:

- Candidate appeal form- section 2 completed
- Candidate Assessment Record form
- Relevant written comments of the internal Verifier (i.e. background information)

The co-ordinator will then convene (within 10 working days of stage 2) a meeting involving:

- The co-ordinator
- The internal verifier who dealt with stage2
- The candidate
- The original assessor
- A colleague/friend (if requested by the candidate)

A decision must be reached. The candidate will be notified orally at the meeting, and in writing (within 10 working days of the panel) of the result.

The decision of the panel is final

Records of all appeals are logged and made available to:

- The External Verifier
- The Relevant QAC team for the Diplomas Certificate involved

Candidate Appeal Form

Name of Candidate

Qualification

Name of Assessor

Name of IV

Date of Assessment

Units assessed

Stage1 Assessor's Comments – Assessment details

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Candidate's reasons for appeal

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Candidate Signature

Date

Assessor's Signature

Date

Assessor's decision

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Date Appeal received
Name

Date of reply
Signature

Stage 2 – Internal Verifier's Comments

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Date Appeal received
Name

Date of reply
Signature

Stage 3 Appeal Panel's Comments:

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Date Appeal received
Name

Date of reply
Signature

Entered into Appeal's record Log

Date Appeal logged
Name

Signature