

## Appeals Procedure

Learners have a right to access fair and reliable assessment in which they play a part. As part of the induction, learners will be provided with a copy of the appeals procedure explaining their right to appeal (the 3 stage procedure below) and will sign to show they have understood the process.

Welcome Skills Limited appeal process is in three stages.

<b>Stage 1</b>
<p>Raise the issue with your assessor during/at the end of an assessment session or within 7 days of the assessment.</p> <p>The assessor will reconsider and provide feedback.</p> <p>If decision remains you will be provided with information in writing on what you need to do to demonstrate your competence.</p> <p>If you are still unhappy with the decision you will need to complete an Appeals Form, which will be forwarded to the Internal Quality Assessor (IQA).</p>
<b>Stage 2</b>
<p>The IV will review all the evidence and consider the appeal.</p> <p>A decision will be made within 5 working days and you'll be updated with the decision by phone and completion of the Appeals Form</p> <p>If you are still unhappy with the decision the appeal goes to Stage 3</p>
<b>Stage 3</b>
<p>In this final stage your appeal will go to a panel who will reach a decision within 10 working days.</p> <p>Details will be made available to the External Quality Assessor (EQA) who will represent the Awarding Organisation.</p> <p>Results of the appeals panel will be final.</p>

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