

APPEALS

Purpose of Procedure

Our Appeals Procedure is designed to ensure that all participants are given equal access and rights to fair and impartial Assessment in line with the Awarding Bodies requirements.

Appeals against Internal College Assessment

Should a participant disagree with any Assessment decision or the manner in which any Assessment has been carried out or believes he/she has been treated unfairly the following procedures will apply:

Stage 1 - Appeal to Internal Verifier

1. The participant should submit a formal written request to appeal to the Internal Verifier (IV) giving details of the decision appealed against and the reasons for the Appeal.
2. This request will normally be acknowledged within 2 working days.
3. The Appeal will be investigated by the IV and the outcome will be formally communicated to the participant within five working days of the Appeal being received.
4. Where the Appeal is upheld we will take the appropriate corrective action as quickly as reasonably possible and in any event within five working days of the decision.

Stage 2 - Appeal to Programme Manager

1. Where the participant disagrees with the decision of the IV, he/she shall notify the IV in writing within ten working days of receipt of the appeal decision together with reasons. The IV will then refer the matter to the Programme Manager.
2. The procedure adopted and the decision of the IV and PM will be fully documented.
3. All results of appeals will be monitored and used to adjust assessment procedures as may be necessary.

Stage 3 - Appeal to Managing Director

If the participant remains unsatisfied with the decision of the PM, he/she may appeal to the Managing Director.

1. The appeal must be made in writing

Stage 4 - Appeal to Awarding Body

However if the participant remains unsatisfied with the decision of the MD, he/she may appeal further to the Awarding Body. We will co-operate with this and give the participant such information as is necessary.

1. The appeal must be made in writing and we will supply details of the addressee for the appeal on request
2. The outcome of the appeal will be notified in writing to us and will be communicated by us to the participant as soon as reasonably possible thereafter
3. This decision will be final.

Rules relating to all Internal Appeals

1. No appeal shall be entertained which is made more than 30 days after the matter against which an appeal is being made occurred.

2. Time limits for internal appeals may be extended at our discretion where good reason for extension is shown.

Impel College of London