

# **Candidate Appeals Policy & Procedure**

## **Reviewed June 2019**

### **1. Appeals**

1.1 Any individual or organisation that is affected by an assessment decision made by a trainer/assessor working for SEB Training Services (SEBTS) is eligible to take advantage of this appeals process.

1.2 Appeals can be made by candidates, with respect to administration and assessment errors, perceived discrimination, and failure to take into account any special circumstances or decisions relating to malpractice or misconduct. Please note this list is not exhaustive.

1.3 Candidates are strongly recommended to pursue any enquiry, complaint or grievance informally by talking to their trainer/assessor in the first instance. If this does not resolve the matter satisfactorily then contact should be made with SEBTS. Contact by e-mail to [info@sebtrainingservices.co.uk](mailto:info@sebtrainingservices.co.uk) or via a phone call to 07740704164. If resolution by informal means cannot be reached, formal systems should be followed. This requires written details to be forwarded to ITC First-[www.ITCfirst.org.uk](http://www.ITCfirst.org.uk)

1.4 The time limit for making appeals is 3 weeks from the date that ITC confirm the assessment decision of the assessor. There is a time limit of an additional 3 weeks to review a formal appeal, an appeal review fee is payable (refundable if the appeal is upheld).

### **2. Appeals to SEBTS**

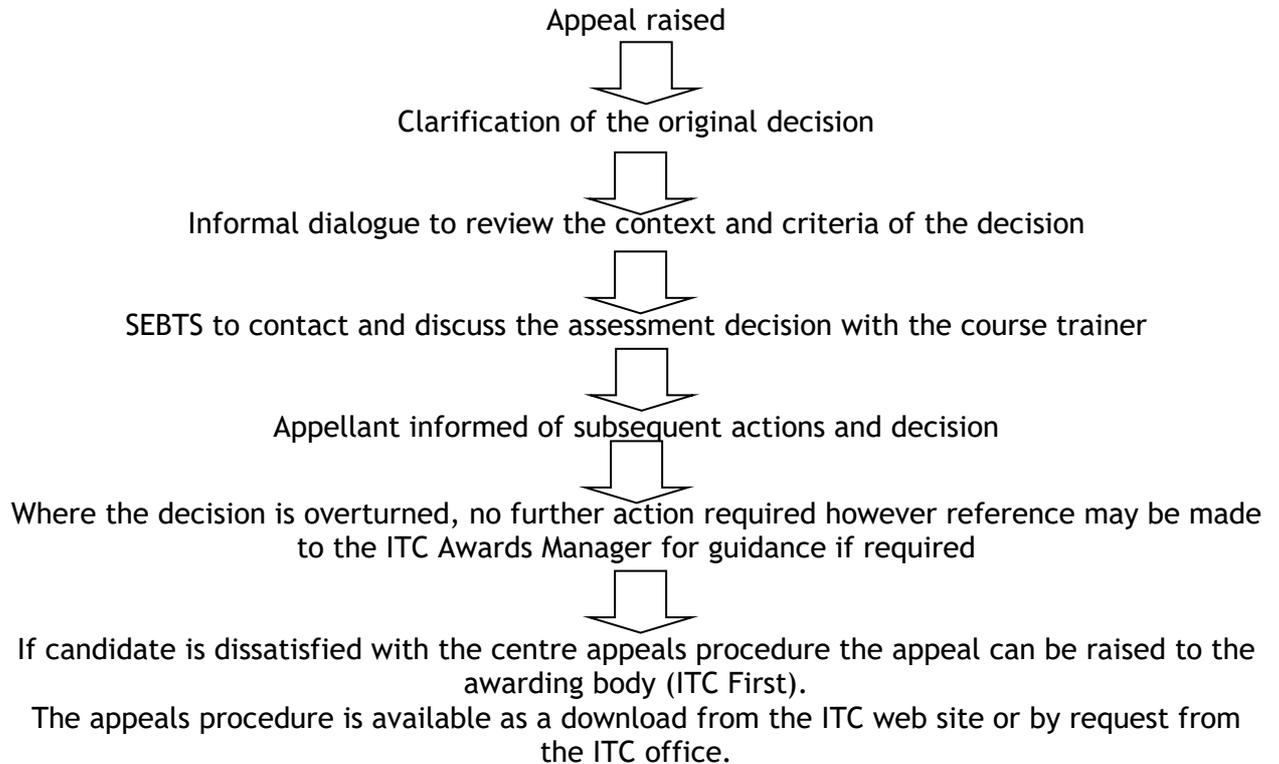
2.1 Appeals generally fall into the following categories:

- a) Administration error, typically a mistake in recording results.
- b) Assessment error, perhaps using criteria other than those specified in the qualification.
- c) Discrimination, the method of assessment was not fair and reasonable under the circumstances, or the assessor was biased or prejudiced.
- d) Decisions regarding Reasonable Adjustments and Special Considerations.

2.2 Disagreement with an assessment judgement is not normally grounds for an appeal. SEBTS Trainers follow strict criteria when making their assessment decisions in accordance with ITC directives and guidelines and Qualification assessment specifications.

### 3. Summary of full Appeals Process

3.1 The full appeals process is summarised below. It is anticipated that most queries will be resolved informally by SEBTS with a minimum of delay.



### 4. Monitoring Evaluation and Reporting Appeal Decisions

4.1 Candidates appeal enquiries will be dealt with according to the timescales contained in SEBTS Customer Charter. Should the result of an appeal call into question the accuracy of other SEBTS results, the Director will investigate each questionable result. Appropriate proportionate action will then be taken which may include:

- a) An increased level of scrutiny
- b) Reporting to our Awarding Body

### 5. Conflict of Interest

5.1 All appeal decisions are to be taken by individuals who have no personal interest in the decisions being appealed.

### 6. Appeal Against SEBTS decisions

These maybe referred to ITC First Aid Ltd.

Contact ITC Awards Manager  
0845 370 7610  
[www.itcfirstaid.org.uk](http://www.itcfirstaid.org.uk)

There have been no appeals against assessment decisions in 2017/2018 or to date in 2019.

Next Review Date: June 2019

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