

APPEALS PROCEDURE

All learners must be informed about the Appeals Procedure during the completion of the Contract to Assess.

If, following assessment, a learner feels that:

- He/she has been discriminated against
- The procedures for assessment have not been followed
- He/she has been disadvantaged in respect of opportunities offered to demonstrate competence

The learner and the tutor should discuss the problem and try to resolve the difficulty.

If, after discussion, the learner is still not satisfied, then within 20 days he/she:

- May call upon an IQA to consider the appeal
- Must complete and Appeals form and send it to the Family and Community Learning Manager.

If unresolved by informal discussion, the appeal will be referred to the appeals panel.

The appeals panel, comprising three representatives from member organizations not involved in the appeal, will consider the appeal.

The appeals panel will make and record its decision which will be final.