

Purpose

ECTARC recognises the need for clear policy and procedures for handling appeals which are understood by employees, students, employers and other stakeholders. All need to be reassured that their appeal will be dealt with efficiently and without prejudice.

Scope

Any student can present an appeal if unsatisfied with the assessment outcome received.

Definition

Every student has the right to appeal against an assessment decision.

An appeal is a statement or approach by a student to an ECTARC employee who feels that an error has been made or they have been unfairly assessed. An ECTARC employee also has the right to appeal if they feel that the assessment process has not been conducted in an appropriate manner.

Deployment**Raising an Appeal**

Once a student receives an assessment marked NYS (Not Yet Satisfactory) the student has 14 days to lodge an appeal.

If a candidate wishes to query their assessment outcome or the assessment procedure they will notify ECTARC in writing, adequately identifying and providing details of the query.

The ECTARC employee receiving the query will notify a Manager who will advise the relevant Training and Development Officer who conducted the original assessment. A panel of no less than three ECTARC Training and Development Officers, one of whom may be the original assessor, will be convened to conduct a full review of the original assessment.

Details of the outcome of that review, including reasons for the decision, date, names of Training and Development Officers on the panel, will be written on the *ETS76 Appeal Assessment Form*. A copy of the *Appeal Assessment Form* will be saved in *N:\Complaints* and will be documented on the *ETS79 Appeals Handling Form Register*. A copy will also be uploaded into the students party record as a private file in the ECTARC Student Management System (Jobready). The original will then be returned to the candidate.

If a candidate wants to appeal against the review outcome, an official complaint must be lodged, at which time the *SP-8.5 Grievance and Complaints Handling Procedure* must be followed.

New Procedure ☐

Reviewed Procedure ☒