

Assessment Enquiry and Appeals Procedure

If you have an enquiry about your accreditation are unhappy with an assessment decision made by your assessor, you have the right to enquire about or appeal against the decision.

Step 1:

- If you feel comfortable, discuss your enquiry/appeal with your tutor/assessor
- Your tutor/assessor will make a decision and discuss this with you within 10 working days

Step 2:

(Stage 1 Enquiry/Appeal)

If you are not comfortable discussing your enquiry/appeal with your tutor/assessor **or** if you are still unhappy with the assessment decision:

- Write down your enquiry or appeal and pass it on to the centre Internal Quality Assessor/Accreditation Officer (IQA/AO) by email, in the post or hand the form into the office at Adult Community Education Centre, Severn Road, Canton. Cardiff. CF11 9DZ
- The IQA/AO will investigate the appeal by assessing the evidence and discussing it with you and the assessor
- The IQA/AO will make a decision within 10 working days

Step 3

(Stage 2 Enquiry/Appeal)

If you are unhappy with the IQA/AO decision:

- The IQA/AO will contact the External Quality Manager (EQM) to try and resolve the issue
- If the issue is resolved, the IQA will inform you in writing within 10 working days

Step 4

(Stage 3 Enquiry/Appeal)

- If the issue is not resolved, the IQA will contact the EQM and follow their procedures for enquiries and appeals
 - The awarding body will follow their Enquiries and Appeals Policy
- NB: An appeal to the Awarding Body may include having to pay a fee that you may not get back. The AO will be able to advise you on this.

Assessment Enquiry and Appeals Contacts

Course Details:

- My Course Title:
- My Course Code:
- The Day/Time of my Course:
- My Course Venue:
- My Course Start Date:
- My Tutor/Assessor is:

Accreditation Details:

- The Accreditation I will be taking is:
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- The Internal Quality Assessor/Accreditation Officer is:

Rachel Earp

Tel: 029 20
Email: Rachel.Earp2@cardiff.gov.uk
Address: Adult Community Learning
 Adult Community Education Centre
 Severn Road
 Canton
 Cardiff

- The Awarding Body is:



Assessment Enquiry and Appeals Form

Name	
Telephone No.	
Email Address	
Course Title	
Course Code (if known)	
Day/Time of Course	
Course Start Date	
Venue	
Tutor/Assessor	
Enquiry/Appeal details:	
What has already been done:	
Signature:	Date:

Office use only:	Date Received	Received by:			Received by whom:
		telephone	email	letter	