## PURPOSE

To describe the process by which learners can appeal against an assessment decision and obtain accurate and fair assessment of their work or competences, if necessary, through the intervention of an appropriate third party.

## SCOPE

This procedure shall apply when any learner feels assessment has been carried out unfairly and wishes to appeal.

## RESPONSIBILITIES

It is the responsibility of all 'TEN Automotive Equipment Limited's' (referred to hereafter as 'The Company's) staff for ensuring that all candidates are informed of this procedure.

## PROCEDURE

The candidate concerned will notify the assessor of an appeal within 5 working days of receiving the assessment decision.
The Assessor will respond to the candidate within 5 working days.
If the appeal is not resolved the candidate will make a written appeal to the Centre Coordinator within 5 working days of receiving the response from the assessor.
The Centre Coordinator will consultthe Assessor and also the Quality Assurer (IQA) involved.
The assessment decision will be internally quality assured to determine the validity of the appeal.
The Centre Coordinator shall respond in writing to the candidate within 5 working days of being informed of the appeal.
If the appeal is not resolved the candidate can pursue the appeal through the IMI.

## GROUNDS FOR APPEAL

The following are grounds for an appeal against assessment decisions which is pursued by the appeals process, examples include but not limited to:

- Procedural or organisational irregularities in the conduct of an assessment
- The assessment did not follow the assessment plan for the unit or module
- Misleading information in relation to the assessment has been given
- Insufficient or inappropriate instructions or guidance has been provided
- Insufficient opportunity to be able to demonstrate competence has been provided

## COMPLAINTS

If a candidate has a complaint against any aspect of 'The Company's' conduct in relation to qualification delivery or assessment should direct their complaint in writing to 'Christopher Gostling' (see the contact details at the end of this policy).

## WHISTLEBLOWER

When making an allegation it is helpful to us if you would provide as much information and supporting evidence as possible to inform and support any investigation we carry out.
It is not essential to have clear evidence before making an allegation under this policy, but you will need to explain, as fully as you can, the nature of the allegation or circumstances that give rise to your concerns.
We will always aim to keep the identity of the person making the allegations confidential where asked to do so, although we cannot guarantee this. We may need to disclose their identity should the allegation lead to issues that need to be taken forward by other parties such as:

- The police, fraud prevention agencies or other law enforcement agencies (to investigate or prevent crime, including fraud)
- The courts (in connection with any court proceedings)
- The relevant regulatory authority (e.g. Awarding Organisation, Ofqual)

To raise concern under these whistleblowing arrangements please contact 'Christopher Gostling' (see the contact details at the end of this policy).

## Outcomes of an Investigation

If the investigation results in a proven case of malpractice or maladministration, we will take action against the relevant parties in accordance with our Malpractice and Maladministration Policy.
If the allegation is not proven by the investigation, provided the whistleblower did not deliberately raise an allegation which they knew to be untrue, no action will be taken against them.
If the allegation was made due to a genuine misunderstanding, the individual(s) (e.g. centre personnel, candidate) who have been the subject of the investigation will be expected to bear no malice or ill feeling towards their accuser. The Head of Centre must ensure that centre personnel do not mistreat the whistleblower.

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## POLICY REVIEW

'The Company' shall review their policies and procedures on an annual basis and the next review is scheduled for:

- 31st December 2026