



## This is the Appeals Policy and Procedure of LVS Designs Training

### Grounds for Appeal

Assessment decisions for all courses are based on criteria published by the awarding body. You should be given a copy of the assessment criteria (standards) at the start of the course or as part of your Induction. As a learner you have the right to appeal against any assessment decision if you believe that the decision is unfair or unreasonable.

### Awareness of the Appeals Process

Your assessor will explain the appeals process at the start of your course, and you will be asked to sign this procedure to confirm your understanding.

### Stage 1: Informal Appeal

1.1 If you are unhappy with an assessment decision you should always discuss it first with your assessor. You should be prepared to explain why you think you have met the required assessment criteria, and you should be prepared to listen to your assessor's reasons.

1.2 In exceptional circumstances, if you feel very unhappy about discussing the issue with your assessor. You should contact the Appeals Department on 07932 798 715 or at [appeals@LVSTraining.co.uk](mailto:appeals@LVSTraining.co.uk).

1.3 If you are still unhappy with the assessment decision, you may then proceed to stage 2, the formal written appeal.



## Stage 2: Formal Written Appeal

2.1 If you decide to make a formal appeal, you must fill in an appeal form ([Appendix A](#)) within 10 working days of getting the original assessment decision. You can request a copy of the appeal form from your assessor or by contacting the Appeals Department at [appeals@LVSTraining.co.uk](mailto:appeals@LVSTraining.co.uk).

2.2 The written appeal will be sent to the Lead Internal Verifier responsible for the course.

2.3 The lead Internal Verifier will discuss the issue with the assessor concerned, evaluate the evidence and where required will discuss the evidence with you and give a judgement.

2.4 The Internal Verifier will notify you of the decision and the reasons for the decision, in writing and will give a copy to the Assessor.

## Stage 3: Appeals Panel

3.1 If you are still unhappy after the Internal Verifier's decision, you may make a final appeal to the External Verifier at the Awarding Body the address will be given to you by the Appeals Department on 07932 798 715 or at [appeals@LVSTraining.co.uk](mailto:appeals@LVSTraining.co.uk).

3.2 The External Verifier will consider the evidence and give a judgement. Their decision will be final and binding. You will be notified in writing of the decision, and the reasons for the decision.

### **I have read and fully understand the Appeals Procedure**

Learner Name (print).....

Learner

Signature.....Date.....



**Appendix A: Appeals Stage 2**

**Learner Appeal: to be completed by the learner**

Learner Name:.....

Assessor Name:.....

Qualification Title:.....

Unit/Module Title:.....

**Nature of Appeal**

Please use the space below to summarise the grounds on which you are making this appeal (you may attach any relevant documentation).

Learner's Signature..... Date: .....