

APPEALS POLICY AND PROCEDURE

Vista Training Solutions is committed to ensuring that assessment decisions are both fair and consistent and do not prejudice any individual from proving competence in their given vocational area. Vista have an established disputes and appeals procedure to ensure that individuals may seek redress for any dispute relating to their assessment.

POLICY

This policy is implemented through the Internal Verification Co-Coordinator who will monitor and evaluate the effectiveness of the policy in line with our disputes and appeals procedures.

- We will issue all learners with a copy of our disputes and appeals procedure at the start of their training programme and fully inform them about the disputes and appeals process during their induction.
- We will ensure that the disputes and appeals process is fully understood by all learners and easy for them to access.
- We will acknowledge receipt of any disputes and appeals in writing within 2 days.

Procedure

If a candidate is dissatisfied with an assessment outcome he/she has the right of appeal.

The main reasons for an appeal are likely to be: -

- The candidate does not understand why he/she is not yet regarded as competent, due to lack or unclear feedback from the Assessor.
- The candidate believes he/she is competent and that the Assessor has misjudged him/ her.

There are three stages within any appeals procedure:

Stage **1**

Appeal directly in writing to the Assessor who carried out the assessment stating:

- Points of disagreement and reasons.
- Evidence to which the disagreement relates.

(Timescale 10 days)

Stage **2**

Candidates who are not satisfied with the outcome of Stage 1 appeal, can next appeal in writing to the Internal Verifier, contact details below, including all documentation from Stage 1.

(Timescale 10 days)

Stage **3**

Candidates who are not satisfied with the outcome of Stage 2 may appeal in writing to the Centre Manager, contact details below, including all documentation from both Stages 1 & 2.

(Timescale 10 days)

NB. The decision of the Centre Manager is final