

LIFT AND ESCALATOR INDUSTRY ASSOCIATION

QCF APPEALS POLICY

The aim of this policy is to communicate the commitment of the Lift and Escalator Industry Association (LEIA) and associated Training Providers to support the right of Learners to appeal against the outcome of an assessment in training opportunities given.

It is our policy to support the right of Learners to appeal against the outcome of an assessment or other matter concerning their qualification. This document details the policy and procedure to ensure that they are dealt with in a thorough and equitable manner.

Criteria

Appeal

If a Learner is dissatisfied with the assessment outcome, or has other concerns about the operation of the LEIA Centre, training provider or assessment, they may request an Appeal.

An Appeal about an assessment or other matter must be made within 20 working days of the date of the assessment or the action resulting in the Appeal.

Requests received after the closing date will not be accepted and will be returned. If there are extenuating circumstances for the late submission, the decision to accept the Appeal application will be at the discretion of the LEIA Centre Co-ordinator.

Pre Appeal action

Where practical, the learner should discuss their objection to the assessment decision with the Assessor prior to making a formal appeal. The Assessor should be open-minded to the points raised by the learner, and discuss the matter with their Internal Verifier. The Learner should contact the Internal Verifier if dissatisfied with the outcome of their discussion with the Assessor and a solution sought which makes an appeal unnecessary. If this cannot be achieved the learner must be advised of their right to appeal.

Appeal Procedure

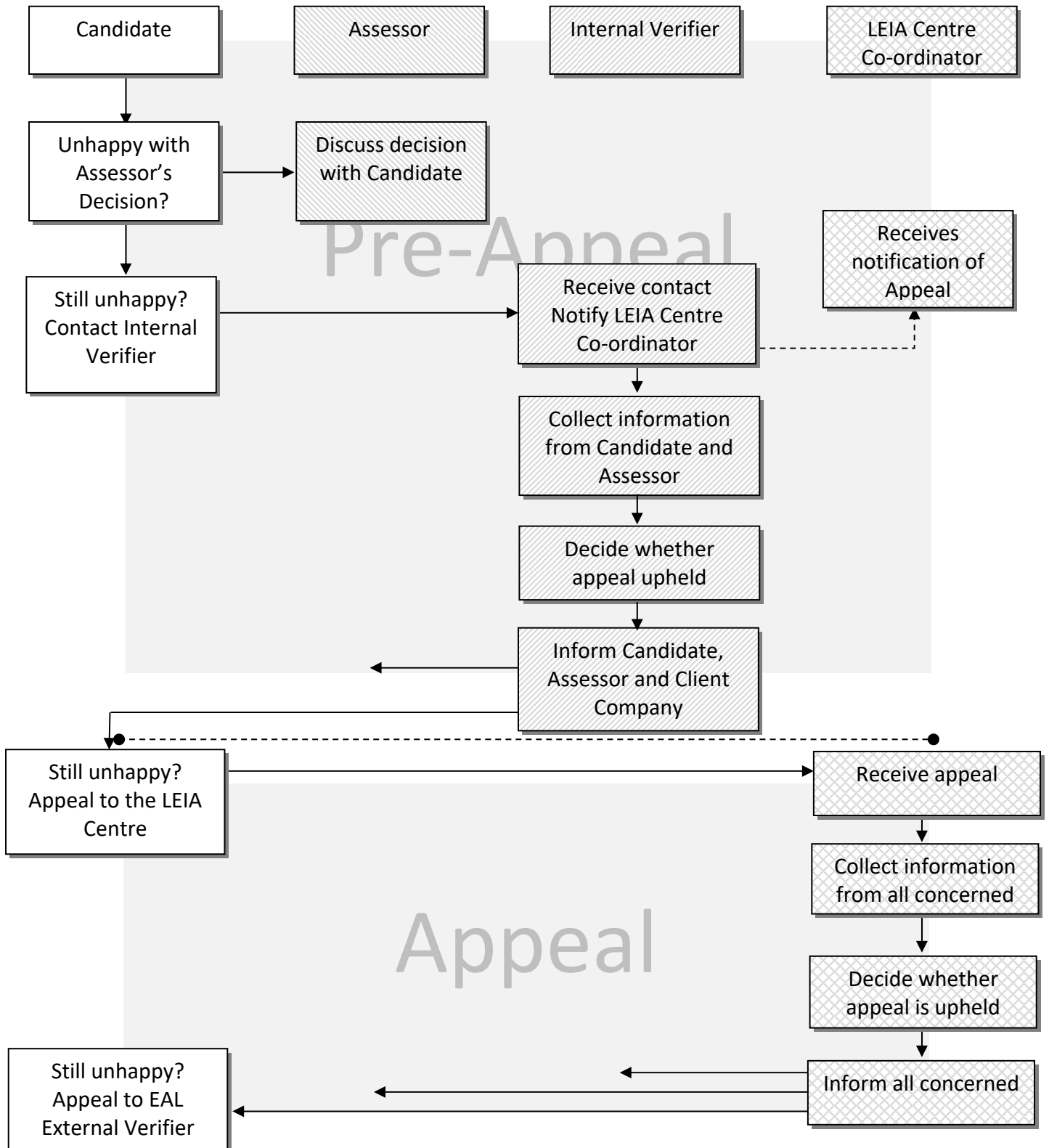
The procedure for an Appeal is given in the Annex. This appeal procedure must be followed if the Learner is unhappy regarding any decision related to the assessment or operation of the LEIA Centre.

- appeals must be made in writing by the learner, to the LEIA centre co-ordinator, 33-34 Devonshire Street, London W1G 6PY within 20 working days of the date of the assessment or the action resulting in the Appeal.
- the written appeal will be copied by the centre co-ordinator to the Assessor who made the decision and to the Internal Verifier responsible for the Assessor.
- the LEIA centre co-ordinator is independent of the original decision and will give a judgement on the evidence as presented. If necessary, the centre co-ordinator will seek independent advice on the skill area assessed.
- the independent advisor will report back to the centre co-ordinator, who will make the final judgement on the appeal.

The appeal decision will be communicated to the learner within 20 working days of the written appeal being received.

- if the learner is not satisfied with the outcome of the appeal a further appeal may be made, in writing to EAL Appeals, Excellence, Achievement & Learning Ltd, 14 Upton Road, Watford, Hertfordshire WD18 0JT, within 20 working days of the centre co-ordinator's judgement being communicated.

QCF Pre-appeal and Appeals Procedure



This appeal procedure must be followed if you are unhappy regarding any decision related to your QCF assessment. Ask the assessor to explain the procedure and how it works