



Appeals Procedure

For your assessment: we will prepare you, assist you in collecting evidence and agree all assessment dates, when you are ready. We will also conduct the assessment in a place where you are comfortable and at ease. However, the End Point Assessment of the Standard Apprenticeships place has to be agreed by the Awarding Body and in an Approved End Point Assessment Organisation. PSA Training may be the End Point Assessment Organisation.

If, however, you do not agree with the assessment decision, this is what you can do.

Stage 1

Put your complaint in writing within 5 working days of the assessment decision being made by completing the Candidate Appeal Report. The Assessor will advise you of the decision in writing within 10 working days.

Stage 2

If you and the Assessor cannot agree with decision made in Stage 1, you can proceed to Stage 2 by appealing to the Internal Verifier. Your appeal will be acknowledged and investigated to establish facts and evidence supporting the appeal.

If an appeal is considered justified, then remedial action should be taken. The internal verifier will discuss the appeal with the Moderator / Director of Training who will respond within 10 working days of receiving your appeal.

Stage 3

If you have exhausted Stage 1 and Stage 2 and are still not satisfied with the decision you may proceed to Stage 3. This appeal must be in writing to the Awarding Body and must be accompanied by copies of all the documentation used in Stage 1 and Stage 2.

The Awarding Body decision will be final.

Signed (Candidate) _____

Date _____