

# SP-15.1 APPEALS PROCEDURE

ECTARC Quality Policy & Procedures Manual  
Section C – Procedures

## 1) Purpose

ECTARC recognises the need for clear policy and procedures for handling appeals which are understood by employees, clients and the community. All need to be reassured that their appeal will be dealt with efficiently and without prejudice.

## 2) Scope

Any student can present an appeal if unsatisfied with the assessment received.

## 3) Definition

Every student has the right to appeal against an assessment.

An appeal is a statement or approach by a student to an ECTARC employee who feels that an error has been made or they have been unfairly assessed. An ECTARC employee also has the right to appeal if they feel that the assessment process has not been conducted in an appropriate manner.

## 4) Deployment

### Raising an Appeal

- a. Once a student receives an assignment in the mail or via email marked NYS (Not Yet Satisfactory) or A (Alert) the student has 14 days to lodge an appeal.
- b. If a candidate wishes to query their assessment outcome or procedure they will notify ECTARC in writing, adequately identifying and providing details of the query and return with a copy of the original Assignment.
- c. The ECTARC employee receiving the query will advise the relevant Training and Development Officer who conducted the original assessment. A panel of three ECTARC Training and Development Officers will be convened to conduct a full review of the original assessment. The panel will consist of not less than three members, one of whom may be the original assessor.
- d. The outcome of the review will be recorded on a Appeal Assessment Form F171(P-1.20). A copy of the Appeal Assessment Form F171(P-1.20) will be placed in the student's file and details entered on to the ECTARC Student Database.
- e. Details of the outcome of that review, including reasons for the decision, date, names of Training and Development Officers on the panel, will be written on the Appeal Assessment Form F171(P- 1.20) and will be returned to the candidate. A copy of the Appeal Assessment Form F171(P-1.20), with outcomes etc, will be placed in the Complaints and Appeals Register and in the student's paper file.
- f. If a candidate wants to appeal against the review outcome an official complaint must be lodged, at which time the *SP-5.2 Complaints Handling Procedure* must be followed.

New Procedure

Reviewed Procedure

Approved by: \_\_\_\_\_ Date : \_\_\_/ \_\_\_/ \_\_\_