

SFEDI Assessment Appeal Procedure

If you are dissatisfied with an assessment outcome, you have the right of appeal. There are 3 stages in the Appeal Procedure and each stage must be exhausted before proceeding to the next one. You are advised to keep copies of all the documents used in the Appeal Procedure as it progresses.

Stage 1

If you have received an assessment decision and feedback with which you are not satisfied, you have the right to appeal directly to the Assessor who has carried out the assessment. This appeal must be in writing, within 5 working days of the assessment being conducted and clearly indicate:

- a. the points of disagreement and reasons
- b. the evidence in the portfolio that you believe meets the requirements of the performance criteria for claiming competence.

The main reasons for an appeal are likely to be:

- a. you do not understand why you are not yet competent, due to lack of, or unclear, feedback from the Assessor
- b. you believe you are competent, and that the Assessor has misjudged you or missed/misinterpreted some vital evidence

The Assessor will review your request and provide written feedback to you within 5 working days of your appeal being received.

If you are not satisfied with the outcome of Stage 1 of the procedure you may proceed to Stage 2.

Stage 2

If you are not satisfied with the result of Stage 1, you have the right to appeal to the Internal Quality Assurer for your qualification. This appeal must be in writing, within 5 working days of the receipt of the result of the Stage 1 appeal and clearly indicate:

- a. the points of disagreement and reasons
- b. the evidence in the portfolio which you believe meets the requirements of the performance criteria for claiming competence

The main reasons for an appeal are likely to be:

- a. you do not understand the feedback from the Assessor as to why your Stage 1 appeal was unsuccessful
- b. you believe you are competent, and that the Assessor has misjudged you or missed/misinterpreted some vital evidence

The Internal Quality Assurer will review your request and provide written feedback to you within 5 working days of your appeal being received.

If you are not satisfied with the outcome of Stage 2 of the procedure you may proceed to Stage 3.

Stage 3

If you are not satisfied with the result of Stage 2, you have the right to appeal to the Awarding Organisation for your qualification. This appeal must be in writing and should be submitted following the requirements of the Awarding Organisation, details of which will be provided to you by us on request.

Please note that there may be a financial charge to the appeal process, made by the Awarding Organisation, and details of this can be accessed by contacting the Awarding Organisation directly.

There may be further rights to appeal, dependent on the arrangements between the Awarding Organisation and the qualification Regulator, details of which can be found by contacting the Awarding Organisation. Please note that there may be a further financial charge to the appeal process, made by the Regulator, and details of this can be accessed by contacting the relevant Regulator for your qualification.