

## Challenge Training Studios Centre Appeals procedure

The purpose of an appeals procedure is to ensure that every learner who is not satisfied with the outcome of an assessment decision has the right to appeal against the decision that has been made.

The appeals procedure applies to any learner following completion of an Active IQ qualification at Challenge Training Studios and provides learners with a formal route to appeal against a decision.

Challenge Training Studios learners will be assessed against Active IQ published criteria and by assessors who must hold or be working towards any of the following:

- Level 3 Award in Understanding the Principles and Practices of Assessment (QCF) or
- Level 3 Award in Assessing Vocationally Related Achievement (QCF) or
- Level 3 Award in Assessing Competence in the Work Environment (QCF) or
- Level 3 Certificate in Assessing Vocational Achievement (QCF), or
- A1 (previously D32, D33)

In addition Challenge Training Studios will ensure that assessors:

- Possess a discipline specific qualification equivalent to the qualification being taught
- Have relevant industry experience
- Demonstrate active involvement in a process of industry relevant Continued Professional Development during the last two years

All new Challenge Training Studios assessors will be given a clear action plan for achieving the appropriate qualification(s) and should be countersigned by an appropriately qualified individual until the qualification(s) are achieved.

If a learner feels they have been unfairly assessed for a unit, module, exam or assessment they can make an appeal against this decision

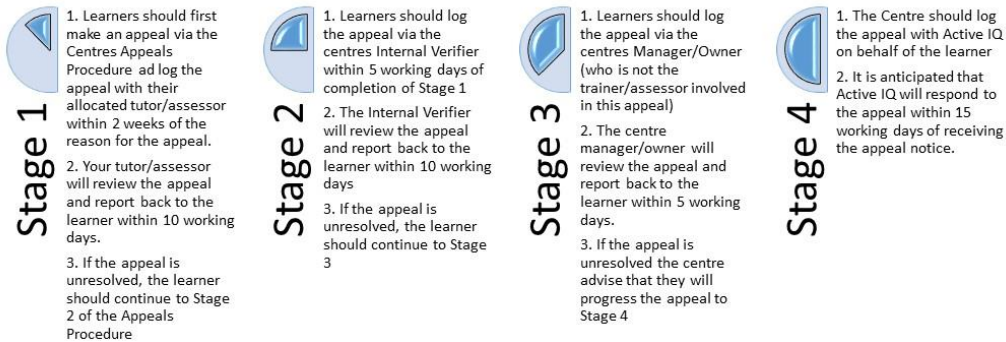
In the first instance, the learner can make the appeal to the tutor, another tutor or assessor within Challenge Training Studios.

This can then be escalated to one of the Internal Verifiers for review

Centre Note - The stages of appeal below makes reference to the Internal Verifier who will be a key staff member in dealing with an appeal.

The appeal procedure to be followed comprises of 4 stages.

## 4 Stages of the Appeals Process



Throughout the assessment process Challenge Training Studios will comply fully with Active IQ's policy on reasonable adjustments and special considerations that can be found: <https://www.activeiq.co.uk/for-centres/policies-and-procedures>

Investigating appeals is very problematic without the presence of impartial evidence. Therefore appeals in the context of live observed assessments will only be considered when accompanied by a suitable video recording.

As a learner of Challenge Training Studios you will be able to use a video recording as long as it does not adversely affect the assessment process, allows the assessor to carry their role and does not contravene a venue/organisations rules or regulations. The learner must make suitable arrangements to arrange a video operator.

Thank you for your contribution and commitment to making our policy work.