



Career Seekers Direct Appeals Policy and Procedure

Career Seekers Direct Ltd. is committed to ensuring that learners' assessment is done fairly, ethically, safely and consistently. To this end, all assessors will adhere to the VACSR principles to ensure that all work assessed is Valid, Authentic, Current, Sufficient and Reliable. Career Seekers Direct Ltd. will also work in accordance with the awarding organisation's specification and subject specific associated documents.

Learners' work will be marked by specialist trainers and consultants who have been approved by the awarding organisation, have appropriate qualifications and training, occupational competence, knowledge, understanding and skills. Career Seekers Direct Ltd. is committed to ensuring that work produced by learners is authenticated in line with the requirements of the awarding organisation. Where a number of subject trainers are involved in marking learners' work, internal moderation and standardisation will ensure consistency of marking.

If a learner believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure. An appeal may only be made against the assessment process and not against the mark submitted to the awarding organisation.

Stage One

1. Appeals should be made as early as possible, and no later than two weeks following the result of their assessment. At this stage the learner must approach the trainer/assessor and request an informal discussion.
2. During this discussion, the learner must outline the reason for their appeal outlining as much detail as possible.
3. Following this informal discussion, the assessor must consider the learners reason for appeal and provide a clear and detailed response in writing as to their decision within 7 days. This decision could include either;
 - a) A further detailed explanation clarifying the initial decision, following a thorough re-evaluation of the learners work.
 - b) Amendment to the learners work with a clear and detailed explanation as to why this decision has been made.
4. If the learner is happy with the assessor's response, then this is the end of the appeal process.
5. Should the learner disagree with the assessor's response, then they can proceed to stage 2 of the process.



Stage Two

1. If the learner is unable to resolve the appeal through informal discussion with the trainer/assessor, the trainer/assessor must refer the appeal to the internal quality assurer. At this stage the CEO must be informed of the appeal.
2. The referral from the trainer/assessor to the internal quality assurer must be no later than two weeks after the original notification of the appeal from the learner to the assessor.
3. The internal quality assessor must hold a meeting with the learner as soon as possible.
4. Following this meeting, they must communicate their final decision in writing within 7 days outlining a clear and detailed explanation as to the reasons behind the decision.
5. If the learner is happy with the decision, this is the end of the appeal process.
6. Should the learner disagree with the assessor's response, then they can proceed to stage 3 of the process.

Stage Three

1. If the internal quality assurer is unable to resolve the appeal, the appeal must be made in writing by the learner to the CEO Eva Harrison.
2. The CEO will conduct an investigation. The CEO will not have had any involvement in the internal assessment process for the learner making the appeal.
3. The purpose of the appeal will be to decide whether the process used for internal assessment conformed to the awarding organisation's specification and subject-specific associated documents. It will also be decided as to whether the assessor adhered to the VACSR principles throughout the assessment process.
4. The learner making the appeal will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding organisation, and any changes made to internal assessment procedures.
5. A written record will be kept and made available to the awarding organisation upon request. Should the appeal bring any irregularity in procedures to light, the awarding organisation will be informed. We aim to



inform the learner of the decision within a maximum of two months from the date of the first contact with the trainer/assessor (as described in Stage One above).

6. We hope that we can always solve your issue for you. However, if you are unhappy with our final response, you have the right to refer your appeal to the Awarding Organisation by following the Awarding Organisation's Appeals procedures. Details are available on the Awarding Organisation's Website.

www.ncfe.org.uk

Learners and employers have the right to refer their appeal to the Qualifications Regulators. Regulators would require evidence that you have fully exhausted the steps within the Awarding Organisation Appeal's Policy.

Members of staff responsible for Appeals Process

Eva Harrison – CEO

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Career Seekers Direct Ltd

The Appeals Policy and Procedure is reviewed on an annual basis.

The next review will take place in March 2023.