



## OUTWARDLY MOBILE FIRST AID

### ASSESSMENT APPEALS PROCEDURE

At Outwardly Mobile we strive to develop and maintain positive relationships with candidates and their employers. We have effective systems in place to ensure that assessment feedback is punctual, fair, positive and constructive.

However, there may be occasions when you are unhappy with an assessment decision.

In such a case, please follow the procedures as outlined below:

#### Stage 1: Informal

In the first instance, please discuss the issue with your assessor. This is the most effective and courteous way of alleviating any problems, and usually resolves any misunderstandings without the need for further action.

The discussion regarding the appeal at this informal stage will be recorded within the assessment feedback provided to you and will clearly state the date of the appeal and the discussion and outcome that was agreed.

A copy of this feedback will be retained within your paperwork and a copy forwarded to the SQA Co-ordinator. The SQA Co-ordinator will ensure that this copy is retained within your personal file held within the Outwardly Mobile office.

#### Stage 2: Informal

If you do not feel that you are able to discuss the assessment decision with your assessor an appeal can then be referred to the SQA Coordinator

At this point you should put your concerns in writing and submit this to the SQA Coordinator and inform your assessor of the actions you have taken.

Within 10 days of receiving the appeal the SQA Coordinator will respond to your appeal in writing and at the same time submit a copy to the Outwardly Mobile Head of Centre.

The SQA Co-ordinator will ensure that this copy is retained within your personal file held within the Outwardly Mobile office.

### Stage 3: Formal

If, after correspondence with the SQA Coordinator you are still dissatisfied with the outcome, you may launch a formal appeal. You will be able to ask for help from mentors and other relevant people to assemble evidence for the appeal.

Appeals should be in writing and addressed to the Outwardly Mobile Head of Centre

On receipt of this appeal and within a period of 10 working days the Outwardly Mobile Head of Centre will hear the appeal.

A formal response to the appeal will be provided to you by the Head of Centre within a two week period after receiving the written appeal.

A copy of this response will be retained within your personal file held within the Outwardly Mobile offices.

### Stage 4: Formal

If you have gone through all the stages of Outwardly Mobile's internal appeals procedure and remain dissatisfied with the outcome or the way in which we handled your appeal you can:

- Appeal to SQA the awarding body
- Appeal to SQA Accreditation if you feel the centre an/or SQA (awarding body) has not dealt with your appeal appropriately.

If you choose to approach SQA, the SQA Co-ordinator will notify the external verifier (assigned to Outwardly Mobile by the SQA) of the appeal and forward all documents and correspondence relating to it.

SQA Accreditation cannot overturn assessment decisions or academic judgments but may investigate the effectiveness of the centre and/or SQA's appeals process and require corrective action.

Outwardly Mobile will retain records until an appeal has been resolved (including all materials and your evidence). Thereafter, assessment and internal verification records for appeal cases will be retained for a period of five years.