



Appeals and Grievance/Complaints Policy

Introduction

The purpose of this Appeals, Grievance and Complaints Policy is to provide a fair and transparent process for individuals associated with Lucelly Consultancy Ltd (NVQ centre), including clients, candidates, employees and freelance Assessor and IQA's to raise and resolve appeals and complaints.

As part of the Awarding body requirements of us as an NVQ centre, all candidates shall have access to fair and reliable assessment. This commitment is covered in detail in Lucelly Consultancy Ltd Access to Fair Assessment Policy.

If this "access" is to be meaningful, the candidate must have the right of appeal against assessment decisions, which are unclear or seem unfair.

Our appeals process provides for an appropriate audit trail of these steps, which will be clearly logged with clear information at each stage. If a candidate is dissatisfied with an assessment decision, they have a right of appeal.

The policy aims to ensure that all clients, candidates, employees and freelance Assessor and IQA's are familiar with the process of appeal should it be required.

If a client, candidate, employee and freelance Assessor and IQA's have any concerns about this policy, please speak to the Director, Louise Dodds via the following email: assessor@lucellyconsultancy.org.uk

Candidates could complain to the NVQ centre about the following areas:

- Information, Advice and Guidance provided by Lucelly Consultancy Ltd, it's freelance Assessor and IQA's or partner NVQ centres.
- Access to assessment
- Process of assessment
- Access to internal verification
- The handling of an appeal
- Administrative issues, e.g. failure to register/apply for certification.

Assessors could complain to the NVQ centre about the following areas:

- Access to support and guidance.
- Access to internal verification.
- Administrative issues.
- Insufficient time to undertake the function.

Clients/Employers could complain to the NVQ centre about the following areas:

- Information, Advice and Guidance provided by Lucelly Consultancy Ltd, it's freelance Assessor and IQA's or partner NVQ centres.
- Access to assessment.
- Administrative issues.
- Assessment issues.

Appeals process for candidates

As a candidate working towards an NVQ qualification with Lucelly Consultancy Ltd, you have the right of appeal if you are dissatisfied with an assessment outcome.

1. All candidates should be aware of the existence of this policy and what action needs to be taken.
2. If the candidate feels they are being discriminated against then they must speak to a Lucelly Consultancy Ltd member of staff and refer to the Equality and Diversity Policy.
3. If a candidate feels that they have been unfairly assessed, they must first speak to their NVQ Assessor to try and resolve.
4. If this cannot be resolved, then the steps below should be followed.
5. All candidate's complaints will be acknowledged and investigated to establish the facts and evidenced. When the complaint is justified, action will be taken to rectify its cause.
6. All candidates who register an appeal with Lucelly Consultancy Ltd will receive a formal written reply, following on from a phone call in the first instance.

Step 1

The candidate should raise the issue with their Assessor during or at the end of an assessment session or within 10 working days of receiving the assessment decision.

The Assessor must reconsider the reason underpinning their decision and provide clear feedback.

If the Assessor upholds the original assessment decision, then the candidate must be provided with full information describing what is required to demonstrate their competence. This should be provided in writing on the e-portfolio system (or email where appropriate) and relate specifically to the standards relevant to the assessment decision.

Step 2

*If the candidate remains unhappy with the decision, the candidate should then complete an Appeals Form which will detail in the points of disagreement and reasoning. This form should be sent to the Assessor and to Lucelly Consultancy Ltd along with any evidence, which the candidate believes meets the requirements of the standards in the NVQ of which the candidate is undertaking.

* If the candidate is unable to use the forms or there is a barrier to writing information on the appeals form, other appropriate substitute methods can be adopted e.g. dictation to another person helping the candidate with the appeal.

The Director will review all evidence and assessment records, alongside the IQA in order to consider the appeal.

The appeal will be acknowledged within 5 working days and a decision should be made within 10 working days.

Where extensions to this timeframe are required, to make a formal judgement, this will be communicated in writing, together with a new suggested timeframe.

The candidate and Assessor will be informed orally (via phone call or online meeting) and in writing using the appropriate section of the Appeals Form.

If the candidate is dissatisfied with the decision, the appeal can proceed to step 3.

* We advise that the candidate keeps copies of all documentation that was used for their NVQ as this can be used as part of the appeal.

Step 3

The third and final stage involves the right of appeal to the Assessment Appeals Panel.

If the candidate remains unhappy with Step 1 and the Step 2 decision and has exhausted all of Lucelly Consultancy Ltd internal appeals elements, then the candidate should then complete the Step 3 section in Appendix A- Appeals Form.

The form should be sent back to the Director. The Director with responsibility for Quality Management will then pass all records to the Centre Coordinator.

The Centre Coordinator will convene an Appeals Panel consisting of, for example:

- Operations Manager
- A different Assessor
- An independent Assessor

Both the candidate and Assessor will be invited to make their case to the panel. The panel will reach its decisions within 10 working days. Results of the Appeals Panel will be final. Details of the appeal will be made available to the External Verifier.

The Awarding Body will be involved with information supplied by the External Verifier. The External Verifier is charged with ensuring the integrity of the process and is able to provide advice, but s/he shall not be involved in the appeals process itself either as a panel member or arbitrator.

The Awarding Body will respond to direct requests from candidates, advocates, and employers seeking advice on making an appeal. If the centre's appeals procedure has been exhausted and the candidate is still dissatisfied, s/he can make a final appeal to the Awarding Body.

The appeal will be forwarded to the Awarding Body within 10 working days ensuring all relevant assessment document/s are provided along with the documentation currently required, information on this can be obtained from the Centre's appointed External Quality Advisor or by contacting the Awarding Body Direct.

GQA Awarding Body contact details

Phone: 0114 2720033

Email : info@gqaqualifications.com

Address : GQA Qualifications

Unit 1,
12 O'clock Court,
Attercliffe Road,
Sheffield
S4 7WW

The Awarding Body will review all relevant documentation and review the process carried out by the centre.

The Awarding Body appointed EQA will be made aware of the status of the appeal.

The outcome of the appeal will be made know to the Centre Co-ordinator and person making the appeal in writing within 10 working days of receiving the relevant information, with a full explanation of the reasons for the decision.

For further details on the Awarding Body response times and management of the process, please refer this query directly to them.

If the decision cannot be reached within 10 working days, the Awarding Body will write to the persons involved with the appeal, explaining why it is not possible to reach the decision within the timescale immediately, then providing a clear plan of action as to how and when the situation will be resolved. if there is agreement the appeal does not continue.

Step 4

If the candidate remains unhappy with Step 1, 2 and 3 and has exhausted all of Lucelly Consultancy Ltd internal appeal elements then the candidate should then complete Step 4.

The candidate has the right to raise a complaint in writing to the Chief Executive of the Independent Government Body "Ofqual" and must be accompanied by copies of all documentation used in all stages of the appeal.

For further details on Ofqual’s response times and management of the process, please refer this query directly to them.

Review and Amendment

This policy will be reviewed regularly to ensure its ongoing compliance and industry best practices. Changes will be made as necessary.

The operation of the appeals process and results arising from them will be subject to monitoring and will inform future policy changes.

Appendix A- Appeals Form

Candidate Name:	
Assessor Name:	
Internal Quality Advisor Name:	
Date of assessment/decision:	

Unit/s and or activities assessed:	
Copy of NVQ evidence included with this form: Please add yes/no	
Reason for the appeal:	
Candidate E-signature:	
Date candidate signed:	
Assessor Comments:	
Assessor E-signature:	
Date Assessor signed:	

Date NVQ Centre received appeal form:	
IQA Comments:	
IQA E-signature:	
Date IQA signed:	
Director Comments:	
Director E-signature:	
Date decision reply sent to Assessor and Candidate:	