



ccConsultancy Appeals and Complaints Procedure

This document outlines the process that should be followed by candidates, tutors, assessors, partners or employers who are involved with training and/or qualifications offered by ccConsultancy Ltd.

All appeals and complaints should be made in writing to ccConsultancy, 16 Montpellier Crescent, New Brighton, Merseyside. CH45 9LA. ccConsultancy Ltd will also give the opportunity for appeals or complaints to be made in person if required.

The appeals process is not a method of circumventing or setting aside the professional judgement of assessors on the performance of candidates; it is a way of ensuring that as far as possible all relevant circumstances affecting a student's performance are brought to light and taken into account BEFORE a final decision is taken. Consequently, if an appeal is successful, the decision reached will normally be in accordance with the regulations set out by the awarding organisation (Addresses below)

Candidates

Candidates could complain to the centre about the following areas:

- Information, Advice and Guidance provided by Mercury
- 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/tutors

Assessors/tutors could complain to the centre about the following areas:

- access to support and guidance
- access to internal verification
- administrative issues
- Insufficient time to undertake the function.

Employers / Partners

Employers could complain to the centre about the following areas:

- Information, Advice and Guidance provided by Mercury
- access to assessment
- administrative issues
- assessment issues

Where an appeal/complaint is to be made, this should be lodged with the programme manager.

The programme manager will:

- attempt to find a solution with the candidate, assessor/tutor and internal verifier, for example through another assessment or re-consideration of the evidence/work

Where this does not resolve the situation, the programme manager will:

- set a date for the appeal/complaint to be considered by an appeals panel
- notify the EQA that an appeal/complaint has been lodged and give details of how it will be heard, including the composition of the appeals panel

The appeals panel will meet to consider the appeal within 20 working days of the programme manager receiving the appeal.

- the appeals panel will be constituted so as to be objective and independent
- the panel will ensure that it has full accounts from all parties involved in the assessment
- no one involved in the original assessment will be on the panel

Appeals can be made directly to the awarding organisation (see below)

Ascentis
Office 4
Lancaster Business Park
8 Mannin Way
Caton Road
Lancaster LA1 3SW
Tel. 01524 845046