



**City &
Guilds**

APPEALS PROCEDURE



Level 3 Diploma in Dental Nursing (integrated)

Dentrain Professionals Ltd

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CANDIDATE APPEALS PROCEDURE FOR ASSESSMENT DECISION



Informal appeals procedure

- 1.1 Candidates should be made aware of assessment outcomes as soon as possible.
- 1.2 Assessment of candidates' evidence on the course is a continuous process with assessors giving constructive feedback at the time of the assessments. At the time of the assessment feedback, records of the agreed assessment outcomes should be kept within the course team, dated, and signed by the assessor.
- 1.3 If the candidate disagrees with an assessment, the candidate is expected to explain the basis of the disagreement to the assessor at the time of the feedback session. Such 'negotiation' does not constitute a formal appeal.
- 1.4 If, after such a feedback session, the disagreement has not been resolved, both assessor and candidate should request advice promptly from the Internal Verifier.
- 1.5 The Internal Quality Assurer samples assessments at regular intervals and advises on their reliability. The Internal Quality Assurer may examine closely any disputed evidence as part of the process of testing the reliability, which is part of the continuous process of internal verification.

Formal appeals procedure

- 2.1 If, after informal discussion with the Internal Quality Assurer, the candidate wishes to make a formal appeal, the candidate must ask the Internal Quality Assurer, in writing, for a re-assessment. This must be done within 10 working days of receiving the original assessment result. The re-assessment will be carried out by independent assessor.
- 2.2 The Internal Quality Assurer, on receipt of the formal appeal from the candidate, will: try to seek a solution negotiated between the relevant assessor and the candidate; if it is not possible to reach an agreement, contact Dentrain Professionals Ltd Lead Internal Quality Assurer to set a date for the IQA Appeals Panel to meet; notify to External Quality Assurer.
- 2.3 The IQA Appeals Panel will normally meet within 15 working days of the receipt of the appeal by the Internal Quality Assurer, with re-assessment, if deemed necessary by the panel, taking place within 15 working days of the appeals panel meeting. If an appeal and decision cannot be agreed upon, then the awarding body can be contacted.



2.4 The IQA Appeals Panel consists of:

- Lead IQA for the Apprenticeship – Michelle Porter
- Course IQA's – Zoe Gee, Lindsey White and Jana Helbichova
- A representative from industry (where deemed appropriate by Zoe Gee or Michelle Porter)

2.5 The IQA Appeals Panel should ensure that it has full details in writing from both the assessor originally involved and the candidate.

2.6 The outcome of the appeal may be:

- Confirmation of original decision;
- A re-assessment by an independent assessor;
- A judgement that adequate evidence of competence has been shown;
- An opportunity to resubmit for assessment within a revised agreed timescale

Procedure

