

Appeals Procedure

This document outlines the process that should be followed by candidates, assessors, who are involved with training and/or qualifications offered by Glanville Training Academy.

All appeals should be made in writing to Glanville Training Academy, Cadleigh House, East Way, Lee Mill Industrial Estate, Ivybridge, Devon PL29 9GE. Glanville Training Academy will also give the opportunity for appeals 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 (SQA)

Candidates

Candidates could appeal to the centre about the following areas:

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

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

Stages of Appeal

Stage 1 Informal –

- Candidates will have the opportunity to appeal the result of the training to the Assessor. At this stage it will be at the Assessor's discretion to make a second judgment call after the appeal.
- Candidates will need to make the appeal in writing or verbal.
- Candidates will have up to one week (7 days) after their assessment decision to appeal the result. After the appeal has been submitted to the assessor, a further one week (7 days) to respond to the appeal with a second decision.
- The appeal will be recorded within the Candidate Matrix Spreadsheet which is a record of all candidate training.

Stage 2 Informal –

- If candidates are unsatisfied with their assessment result and feel it may be difficult to approach the assessor, they can appeal to the IV (Internal Verifier) Candidates will have up to two weeks (14 days) to submit an appeal via this method. Candidates should email training@glanvilleltd.co.uk when submitting this appeal or call 01752 690400.
- A response to the appeal will be given within a further two weeks (14 days).
- The appeal will be recorded within the Candidate Matrix Spreadsheet which is a record of all candidate training.

Stage 3 Formal –

- Formal appeal must be submitted in writing
- Contact the SQA Co-ordinator at w.glanville@glanvilleltd.co.uk or additional they can send a letter to; Unit 2, Central Court, Central Avenue, Lee Mill Industrial Estate, Ivybridge, Devon, PL21 9PE addressed for SQA Co-ordinator.
- Candidates can call 01752 690400 for assistance in writing an appeal for training received.
- Candidates will have up to one month (30 days) after the receipt of assessment decision to submit a formal appeal.
- The SQA Co-ordinator will investigate the appeal as an independent third party. If this is not possible then the appeal will be passed onto an independent third party and the candidate notified.
- The candidate can expect to receive a response of their appeal within one month (30 days) of submitting the appeal.
- Glanville Training will acknowledge every appeal and will do their best to ensure a suitable outcome is achieved.
- The appeal will be recorded within the Candidate Matrix Spreadsheet which is a record of all candidate training.

If you have gone through all the stages of Glanville Training internal assessment appeals procedure and remain dissatisfied with the outcome or the in which we handled your appeal you can:

- appeal to SQA the awarding body
- appeal to SQA Accreditation, Ofqual or Qualifications Wales (as appropriate) if you feel that the centre and/or SQA (awarding body) has not dealt with your appeal appropriately SQA Accreditation, Ofqual or Qualifications Wales (as appropriate) cannot overturn assessment decisions or academic judgements but may investigate the effectiveness of the centre and/or SQA's appeals process and require

corrective action.

See [The Appeals Process: Information for centres](#)

Retention of Records:

- For all regulated qualifications Glanville training will retain the records of appeal for 6 years (six).
- For non-regulated qualifications Glanville will retain the records of appeal until the appeal has been resolved.

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

- set a date for the appeal/complaint to be considered by an appeals panel
- notify the SQA 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 academy 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)

A copy of the SQA appeals procedure will be present on the training room notice board at all times. Additionally, candidates can request a copy of PROC_01 SQA Appeals Procedure

SQA
The Optima Building
58 Robertson Street
Glasgow
G2 8DQ