

Community Creative

Community Creative Ltd, 171 Longfellow Road, Coventry CV2 5HN
Telephone: 0845 367 0880 Fax: 024 7601 0333

Assessment Appeals Policy and Procedure

Community Creative's assessment appeals procedure is intended to help learners who feel that an assessment decision awarded to them is unfair. This procedure applies only to assessment by staff of Community Creative. In the case of external assessment (e.g. external tests for some qualifications) the awarding bodies concerned have their own appeals procedure.

Policy

- All learners have the right to appeal against any assessment decision made.
- The appropriate procedure will be explained to learners.
- A copy of the procedure will be provided to learners when the first assignment is set.

Procedure

1. If the learner disagrees with the assessment awarded s/he should discuss the issue with the tutor/assessor within seven days of receiving the assessment decision.
2. If the matter is not resolved the learner should complete an assessment appeal form and return it to the Programme Manager.
3. The Programme Manager will discuss the issue with the learner and the tutor/assessor and arrange for the work to be reassessed by another tutor/assessor if necessary.
4. The Programme Manager will make notes at this meeting, summarising what is discussed and action to be taken. Those present will sign the notes to agree they are an accurate record and a copy will be retained by each party.
5. Following any action taken the Programme Manager will agree the assessment decision to be awarded to the learner and communicate this to the learner in writing. This decision is final.
6. Details of any internal appeals will be made available to the OCN moderator and/or OCN approved internal verifier.
7. If a learner is still dissatisfied after exhausting Community Creative's appeal's procedure s/he may appeal in writing to OCNWMR.

Dated 1st June 2009

Email: info@communitycreative.org.uk • Web: www.communitycreative.org.uk

Registered Office: Community Creative Ltd, 171 Longfellow Road, Coventry CV2 5HN. Not for Profit LTD Company. Registered in England & Wales No. 6831074.