

## **Appeals Procedure for Candidates**

During any stage of the Appeals Procedure the candidate is entitled to be represented or accompanied, should they wish.

All candidates who are being assessed by any assessor at Fusion-ICT need to contact Hilary Caple (Fusion-ICT) Approved Centre Assessor, have the right to appeal if they disagree with an assessment decision. In the event of a dispute the following stages should be followed: -

### **Stage 1**

The candidate should appeal in writing to the Assessor clearly stating their reasons for disagreement and the evidence in the portfolio which the candidate believes meets the competence requirements of the Fusion-ICT ITQ knowledge and understanding and skills and techniques. The Assessor will meet with the candidate within 10 working days and go through the assessment process, clearly explaining the outcome. The Assessor will confirm the outcome in writing to the candidate.

### **Stage 2**

Candidates who are not satisfied with the outcome from Stage 1 may then appeal in writing to the Internal Verifier. Carol Kelleher (Fusion-ICT) Internal Verifier will meet with the candidate and the Assessor within 10 working days and will confirm the outcome in writing to the candidate.

### **Stage 3**

Candidates who are not satisfied with the outcome after Stage 2 and have exhausted all of the internal appeals procedures of the Fusion-ICT ITQ Centre may then appeal in writing to the Awarding Body. At this point the Awarding Body's Appeals Procedure will be followed. The Centre will be requested to provide reports from Stages 1 and 2.