

**Ignite Unlocking Potential**  
**Candidate Appeals**  
**Policy & Procedure**



## **Appeals Policy and Procedures**

### **Section 1 Candidate appeals.**

#### **1.1 Appeals**

Any individual or organisation that is affected by an assessment decision made by **Ignite Unlocking Potential** and their Trainers is eligible to take advantage of the appeals process.

#### **1.2 Candidate Appeals**

Appeals can be made to areas of concern by candidates, including but not limited to administration and assessment errors, perceived discrimination, and failure to take into account any special circumstances or decisions relating to malpractice or misconduct.

Candidates are strongly recommended to pursue any enquiry, complaint or grievance informally by making a telephone or email enquiry to **Ignite Unlocking Potential** before following formal systems, as many appeals can be resolved satisfactorily through these informal means.

There is a time limit for making appeals (3 weeks) from course completion. There is a time limit of a further 3 weeks to review this appeal, an appeal review fee is payable (refundable if the appeal is upheld).

#### **1.3 Appeals to Ignite Unlocking Potential**

Appeals can be made to all areas of concern to those delivering courses, including but not limited to decisions regarding approvals, sanctions and Internal Verifier, decisions, requests for reasonable adjustments or special consideration, or decisions relating to malpractice or misconduct.

Disagreement with an assessment judgement is not normally grounds for an appeal. **Ignite Unlocking Potential** follow strict criteria when making their assessment decisions in accordance with ITC directorate.

Appeals generally fall into the following categories:

- a) Administration error - typically a mistake in recording results.
- b) Assessment error - perhaps using criteria other than those specified in the qualification.
- c) Discrimination - the method of assessment was not fair and reasonable under the circumstances, or the assessor was biased or prejudiced.
- d) Decisions regarding Reasonable Adjustments and Special Considerations

#### **1.4 Specific point of contact**

Ask for Darren Lewis, **Ignite Unlocking Potential**

#### **1.5 Summary of full Appeals Process**

The full appeals process is summarised below. It is anticipated that most queries will be resolved informally by **Ignite Unlocking Potential** a minimum of delay.

- a) Clarification of the original decision
- b) Informal dialogue to review the context and criteria of the decision

Next Review in line with major organisational or legislative change

- c) **Ignite Unlocking Potential** contact and discuss the assessment decision with the course trainer
- d) Appellant informed of subsequent actions and decision
- e) Where the decision is over turned, no further action required however reference may be made to the ITC Awards Manager for guidance if required
- f) Where the decision remains, the candidate may refer directly to ITC using their Appeals Procedure available as a download from the website or by request to the ITC Office.

## 1.6 Monitoring Evaluation and Reporting Appeal Decisions

Candidates appeal enquiries will be dealt with according to the timescales contained in **Ignite Unlocking Potential** Charter. Should the result of an appeal call into question the accuracy of other **Ignite Unlocking Potential** results, then each questionable result will be investigated by the Director. Appropriate proportionate action will then be taken which may include:

- a) An increased level of scrutiny
- b) Reporting to our Awarding Body

## 1.7 Personal interest

All appeal decisions to be taken by individuals who have no personal interest in the decisions being appealed.

## 1.8 Appeal Against **Ignite Unlocking Potential** Decisions

These maybe referred to ITC First Aid Ltd.

Contact ITC Awards Manager  
0845 370 7610  
[www.itcfirst.org.uk](http://www.itcfirst.org.uk)