



ARC SCOTLAND ASSESSMENT APPEALS PROCEDURE FOR SVQ CANDIDATES

At ARC Scotland we strive to develop and maintain positive relationships with candidates and their employers. We have effective systems in place to ensure that assessment feedback is punctual, fair, positive and constructive. However, there may be occasions when you are unhappy with an assessment decision.

In such a case, please follow the procedures as outlined below:

In the first instance, please discuss the issue with your assessor. This is the most effective and courteous way of alleviating any problems, and usually resolves any misunderstandings without the need for further action.

If you are unhappy with the action taken by the assessor, or the issue cannot be resolved by discussion alone, please put your complaint in writing to the internal verifier at ARC Scotland and inform your assessor that you have taken this action.

If, after discussion with the internal verifier you are still dissatisfied with the outcome, you may launch a formal appeal. You will be able to ask for help from mentors and other relevant people to assemble evidence for the appeal. The appeal will be heard by a panel consisting of the ARC Scotland training manager and two independent members of the ARC Scotland advisory committee.

The Panel's decision will be final.

The internal verifier will notify the external verifier assigned to ARC Scotland by the SQA of the complaint and document all correspondence relating to it.

I confirm that I have read, understood and agree to comply with the above assessment appeals procedure.

SIGNED:

DATE: