



Appeals Procedure

All candidates have the right to appeal against a decision made by an assessor.

All appeals will be dealt with by Deaf Action.

The appeals process is comprised of 3 stages:

1. Matter will be discussed between the assessor and the student within 3 weeks of assessment decision.
2. If a satisfactory solution is not achieved by undertaking the action in 1, the matter will be referred to another assessor (not previously involved) or the internal verifier within 6 weeks of the assessment decision.
3. If a satisfactory solution is not achieved by undertaking the action in 2, the matter will be referred to an appropriate, independent third party within 9 weeks of the assessment decision. This may be an internal verifier not previously involved, a person within Deaf Action with a wide experience and knowledge of BSL or a person outwith Deaf Action with a wide experience and knowledge of BSL. This will take place within 9 weeks of the assessment. The final decision will rest with this independent third party and upon their decision; the matter will be considered resolved.

Records and evidence will be retained until the appeal is resolved and stored securely for a further 3 years. This includes all assessment documentation (written and recorded) and assessor / IV feedback.

If an appeal is not lodged, candidate's assessment evidence will be kept for 1 year and then confidentially discarded.

This process, as described above, will be recorded, and evidenced in the candidate's file.

Deaf Action will provide Sign Language interpretation to facilitate this process as required.