



Quality Vocational Skills Empowerment

Appeals Policy

The purpose of an appeal is to independently establish if QVSE have applied the correct processes, procedures and policies in a fair and consistent way.

What types of appeal will QVSE accept?

A Centre can submit an appeal following the outcome of:

- An application for a Reasonable Adjustment or Special Consideration.
- A malpractice or maladministration investigation.
- A decision to impose a sanction resulting from a malpractice or maladministration investigation.
- A review of an appeal (stage 1) decision.
- The termination of a product and/or Centre approval status for maladministration or malpractice, or termination for breach of Centre Agreement.

What will an appeal not involve?

The Appeals procedure will not comprise of:

- A review of assessment decisions
- A review of the content of External Quality Assurance visit reports.
- An External Quality Assurance visit.
- A change to a decision/sanction imposed.
- A change to the centre's approval status.

Who can appeal?

The head of the centre or coordinator can on behalf of the centre. A Centre can submit an appeal on behalf of a learner or a group of learner's, with their explicit permission.

When can an appeal be submitted?

Appeal application must be submit **within 30 working days of receiving the original decision**, the outcome of an enquiry, or the outcome of a review of an appeal (stage 1).

Appeal acceptance

The decision of whether or not to accept the application for an appeal is based on several factors, and centre will be notified within **5 working days** from the date the appeal was submitted if it has been accepted or rejected.



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Appeal stages (There is two stages of appeal)

Stage 1 – Review of appeal

- Review of the appeal carried out by QVSE staffs that are independent and not involved in the original process or procedure.
- The staff involved at this stage will not be subject matter experts, but will be experienced on all applicable processes, procedures and policies.
The centre have the right to submit an appeal to the Independent Appeals Committee following completion of the stage 1 appeals procedure if the centre are not satisfied with the decision/outcome.

Stage 2 – Independent Appeals Committee

- The committee will consist of at least 1 independent QVSE staff member not involved in the original process or stage 1 of the appeal.
- Another independent person will also be appointed by QVSE for the committee.

Appeal timescales, review and outcomes

If accepted to stage 1, we will aim to resolve an appeal within 20 working days of acceptance. An appeal outcome report will be sent within 5 days of the decision being made, either upholding or rejecting the appeal at this stage.

Centre have the right to submit an appeal to the Independent Appeals Committee (stage 2) following completion of the stage 1 appeals procedure if you are not satisfied with our decision/outcome. We will aim to confirm acceptance within 5 working days, and once the committee have made a decision you will be informed within 5 working days.

If the stage 2 reviews found that we had not correctly applied our processes, procedures or policies fairly or consistently, we will send you an appeal outcome letter or email, which will include remedial actions to be completed, including appropriate timescales.

If the stage 2 review found all processes, procedures and policies to have been applied correctly and in a fair and consistent way the appeal will be rejected. The decision of the Independent Appeals Committee is final and will complete our appeals procedure. We will not accept any further appeal.

Should you disagree with the decision, you have the right to express your dissatisfaction regarding our actions, products or services through our Complaints Procedure.

Fees

A fee to cover administrative costs at each stage of the appeal will be charged. For current information on QVSE fees, please refer to our fees and pricing document.

How to submit an appeal

Please complete the appeals form below and email to appeal@qvse.com.ng within the required timescales.



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Appeals form

This policy sets out QVSE's framework for dealing with appeals to ensure that we are outlining and applying our processes, procedures and policies in a fair and consistent way for our centres.

Appeals Form

Guidance notes

The purpose of an appeal is to ascertain if we have applied the correct processes, procedures and policies in a fair and consistent way.

As detailed in our Appeals Policy, the appeals procedure will not comprise:

- a reassessment of external assessments
- a review of assessment decisions
- a review of the content of External Quality Assurance visit reports
- an External Quality Assurance visit
- a change to a decision/sanction imposed
- a change to the centre's approval status.

The types of appeals we will accept:

- Outcome of an enquiry about results and assessment decisions
- Outcome of an application for reasonable adjustments or special consideration
- Outcome of a maladministration or malpractice investigation
- Outcome of a decision to impose a sanction resulting from a malpractice or maladministration investigation
- Outcome of a review of an appeal (stage 1) decision
- Termination of product and/or centre approval status for maladministration or malpractice, or termination for breach of Centre Agreement.

Your request should include a clear rationale as to why you believe that a marking or moderation error has occurred or why you believe that that we did not properly or fairly apply our relevant processes, procedures or policies and must include supporting evidence.

Evidence of learner authorisation must be retained and kept for at least six months following the outcome of an appeal and in compliance with relevant legislation.

If your application does not include sufficient information or evidence, we will inform you in writing, and include a final deadline for the submission of any further information and evidence to support your appeal application.

An appeal must be received **within 30 working days** of our original decision.

Please complete the form and send to appeal@qvse.com.ng



Centre details

QVSE Centre Number	
Centre Name	
Centre Address	
Contact Name (for this appeal)	
Contact's Job Title	
Contact's Email Address	
Contact's Phone Number	

Type of Appeal

Outcome of an enquiry about results and assessment decisions	
Outcome of an application for reasonable adjustments or special consideration	
Outcome of a maladministration or malpractice investigation	
Outcome of a decision to impose a sanction resulting from a malpractice or maladministration investigation	
Outcome of a review of an appeal (stage 1) decision	
Termination of product and/or centre approval status for maladministration or malpractice, or termination for breach of Centre Agreement.	

Assessment details

Qualification name	
Qualification number	
Audit / Assessment date / window	
Was this assessment completed online or paper based?	
Date you received results or notification of QVSE's assessment / audit decision	



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Grounds for appeal.

Please clearly set out why you think QVSE did not apply the correct processes, procedures or policies in a fair and consistent way. Please attach all supporting evidence and documentation as necessary.



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Declaration

I accept that QVSE will hold and process electronically the information given and may use it for any purpose deemed relevant to this enquiry.

I confirm that the centre and the learner(s) support this submission, that I have evidence of learner authorisation, and will provide this to QVSE if requested.

Print name: _____

Signed: _____

Date: _____

Contact Us

Visit: www.qvse.com.ng

Email: appeal@qvse.com.nn

Call: 0805 472 5306