



## **Internal Assessment Appeals Procedure**

Candidates have a right of appeal against internal assessment decisions. During induction candidates will be informed of their right of appeal and the process to follow.

Candidates may appeal for the following reasons:

- If a candidate feels they were not fairly treated in assessments
- If personal or medical issues impacted on performance in assessment
- If a candidate feels that the decision is incorrect

### **First stage - Informal**

Falkirk Foundation aim to resolve appeals in a timely manner and will therefore acknowledge any verbal appeal to an assessor or written appeal to [info@falkirkfoundation.org](mailto:info@falkirkfoundation.org) within 3 working days. We will endeavor wherever possible to resolve any dissatisfaction at this stage. If it cannot be resolved the appeal will move to the Second stage.

### **Second Stage – Informal**

Where a candidate is dissatisfied with the outcome of a first stage appeal it will pass to Second Stage. It can also go straight to Second Stage if the circumstances or issues are serious and warrant immediate escalation. Appeals can be made verbally to the Internal Verifier or in writing to [info@falkirkfoundation.org](mailto:info@falkirkfoundation.org). The Internal Verifier will acknowledge the appeal, conduct an investigation and will communicate the outcome in writing within 5 working days.

### **Third Stage – Formal**

Where a candidate is dissatisfied with the outcome of a Second Stage Investigation it will pass to Third Stage and be escalated for consideration by the Chief Executive Officer or nominated representative. The outcome of which will be communicated in writing within 5 working days to the complainant.

### **Additional Information**

- Where a complex appeal requires additional time than the timescales indicated in each stage, the candidate will be notified and informed of a revised timescale.
- Where an individual needs help or advocacy in raising a complaint they should contact us using their preferred method to ask for further help/guidance in making an appeal.
- Candidates undertaking non-regulated qualifications have no further right of appeal against internal assessment results. The final decision rests with Falkirk Foundation, SQA will not accept internal assessment appeals.



### **Candidates undertaking regulated qualifications**

Candidates undertaking regulated qualifications e.g. Core Skills have a further right to appeal against internal assessment results.

If you have gone through the Falkirk Foundation internal assessment appeals procedure and remain dissatisfied with the outcome or the way in which we handled your appeal, you can:

- Appeal to the SQA (the awarding body)
- Appeal to SQA Accreditation if you feel that the centre and/or SQA has not dealt with your appeal appropriately

SQA Accreditation cannot overturn assessment decisions or academic judgements but may investigate the effectiveness of our and/or SQA's appeals process and require corrective action.

In the case of an appeal to SQA against an internal assessment resulting in a regulated qualification, Falkirk Foundation will retain records (including all materials and candidate evidence) until the appeal has been resolved. Thereafter, assessment and internal verification records for appeals cases will be retained for six years.

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