

Candidate Appeals Procedure:

McSence Communications Ltd will, in line with its stated Equal Opportunities Policy provide a Candidate Appeals Procedure. It will be the responsibility of the Head of Centre to ensure the effective operation of this procedure. (Q.D/2.4/3)

If a candidate disagrees with the outcome of an assessment, they have the right to appeal. The following procedure will apply:

- Appeals against assessment decisions or allegations of malpractice will be dealt with internally:
- Any appeal must be initiated within seven days of the assessment taking place:
- The Appeals Procedure consists of the steps as noted below:
- Full written records will be maintained at each stage of the appeal:

Step 1: The candidate will initially convey any concerns regarding assessment to their assessor. The matter will be discussed fully and if no satisfactory outcome is achieved the candidate and assessor will refer the matter to the Internal Verifier within 5 working days, with written records of discussions to date.

Step 2: The internal verifier will discuss the matter with all concerned, look at written records and decide which will be in writing. If no satisfactory outcome is achieved after this discussion the candidate may appeal to an independent third party. All records of assessment and discussions will be passed to the independent third party.

Step 3: The independent third party could be another internal verifier not previously involved with the candidate's assessment, or someone from within or from outside the centre with broad expertise in the award area. The person selected would be acceptable to all involved in the appeal. The decision of the independent person will be final.

Step 4: The candidate will have the right to appeal directly to the SQA the awarding body, once the centres appeal processes have been exhausted and to SQA accreditation if they feel that SQA has not dealt with the appeal appropriately or if they disagree with the outcome.

All details of the appeal, its nature, the persons involved, all records of discussion/meetings will be submitted to the Head of Centre, who will hold the evidence that an appeal has been processed for a period of six years.

Candidate Complaints Procedure:

McSence Communications Ltd will, in line with its stated Equal Opportunities Policy provide a Candidate Complaints Procedure. It will be the responsibility of the Head of Centre to ensure the effective operation of this procedure.

If a candidate has a complaint **other than the outcome of an assessment decision, but concerning the SVQ Process**, he or she has the right to complain. Every attempt should be made to resolve the complaint at an early stage through the assessment / internal verification systems. Only when these have been unsuccessful should the formal process be initiated. (Q.D/2.4/4)

The following procedure will apply:

- All complaints will be dealt with internally:
- Any complaint must be initiated within seven days of the issue arising:
- The Complaints Procedure consists of the steps as noted below:
- Full written records will be maintained at each stage of the process:

Step 1: The candidate will initially convey any complaints in writing to the SQA Centre Co-ordinator. A meeting will be arranged with the Head of Centre within 10 working days of the receipt of the complaint to discuss the matter fully. Within 5 working days of the meeting, unless extended by mutual consent, the Head of Centre will meet with the candidate to confirm the outcome. This decision will be confirmed in writing together with a reminder of the appeals process

Step 2: If the candidate is unhappy with the outcome of the decision at Stage 1 he/she should write to the Head of Centre within 5 working days of receipt of confirmation. Their letter should set out the reasons for their appeal. Within 10 working days of receiving the appeal the Head of Centre will invite an independent person to meet with the complainant to review the decision. Within 10 working days of the meeting, unless extended by mutual consent the Head of Centre and the independent person will meet with the candidate to confirm the outcome. This decision will be confirmed in writing together with a reminder of the appeal process.

Their decision will be final.

All candidates have the right to complain to SQA about assessment related matters (but not assessment judgements) once they have exhausted this centre's complaints procedure. Candidates on regulated qualifications also have the right to complain to SQA accreditation once they have exhausted this centre's complaints procedures and the SQA awarding body's complaint procedure.

All records of the complete process will be retained by the Head of Centre, for a period of six years