



# SNAP Cymru Training Assessment Appeals Procedure for Agored Cymru Accredited Courses

## 1. Informal Resolution

The learner should make an attempt to resolve the concern with the tutor who delivered the course. In the case of an individual assignment learning outcome assessment task, the learner should approach the tutor and attempt to negotiate an agreed outcome.

In the case of a summative assessment decision, i.e. end of course decision, the student can approach the Internal Verifier.

No formal appeal will be considered until this informal attempt at resolution has been made. The informal resolution should be made within 1 year of completion of course and assessment decision.

## 2. Formal Resolution

In event of the dispute not being resolved informally, the learner should complete the Appeals Form.

The completed form should be sent directly to the Senior Training Officer at the Training Unit, who will organise an independent arbitrator to consider the appeal.

The arbitrator will examine the disputed assessment and any relevant evidence and where necessary discuss the issue with the tutor, learner and verifier.

The Arbitrator should attempt to complete the task within **1 Month** of receiving the Appeals form (Given that all assessment evidence is available within this period. If more time is required to reach a decision, the learner and tutor should be kept informed.)

The decision of the arbitrator will be given in writing, giving reasons for upholding or dismissing the appeal to the Assistant Director with responsibility for training. All participants in the appeal will then be informed.

## Assessment Appeals Form

**Part A** – To be completed by the learner

Name and d.o.b. of student: \_\_\_\_\_

Course attended/venue: \_\_\_\_\_

Unit title: \_\_\_\_\_

Name of tutor/trainer: \_\_\_\_\_

Date of submission of work: \_\_\_\_\_

Date of assessment decision: \_\_\_\_\_

Has the decision been moderated/verified by an internal moderator/ verifier?

Yes      No      don't know

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**Give your reasons for disputing the assessment decision**

## Assessment Appeals Form

**Part B** – to be completed by the tutor

Name of tutor: \_\_\_\_\_

Name of assessor: \_\_\_\_\_

(if different from above)

Has the disputed assessment decision been moderated /internally verified?

Yes      No

Name of IV: \_\_\_\_\_

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**Give your reason for maintaining and not amending your assessment decision.**

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This completed form should be sent to Internal Verifier at the Training Unit