

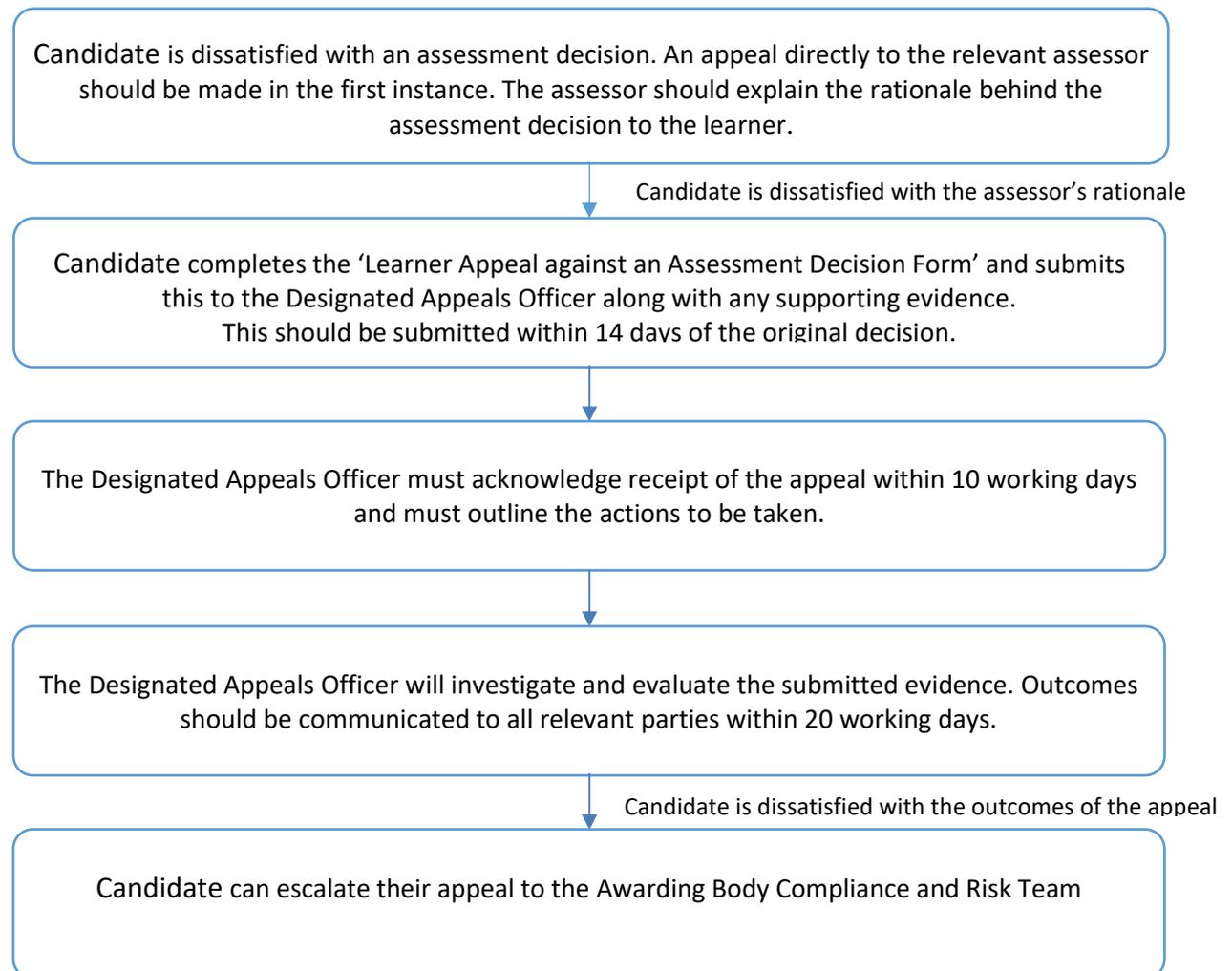
Candidates have the right to appeal against an assessment decision made by staff at SSG. The procedure outlined within this policy must be followed in order for an appeal to be considered.

Candidates should be made aware of this policy at the start of their course/programme and the policy should be easily accessible (website and handbook).

Aims:

- To enable the candidate to enquire, question or appeal against an assessment decision.
- To attempt to reach agreement between the candidate and the assessor at the earliest opportunity
- To standardise and record any appeal to ensure openness and fairness
- To facilitate a candidate's ultimate right of appeal to the awarding body, where appropriate.
- To protect the interests of all candidates and the integrity of the qualification.

Appeal Submission Procedure



SSG will keep appeal records for inspection by the Awarding Body for a minimum of 18 months.

SSG will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of others results.