

Appeals Procedure

Playback Studio wants to hear of any concern or complaint that candidates may have regarding any aspect of their programme. Any candidate has the right of appeal if they disagree with any aspects of practice or assessment decision at any stage of the process.

The following procedure should be followed:

- Appeal against the practice or decision of an Assessor within 3 months of the event.
- Candidate to request further clarification from Assessor in writing. The Assessor will respond within 2 working weeks if the decision is still in dispute.
- Candidate to inform Internal Quality Assessor of intention to appeal in writing stating reasons within a further 2 weeks.
- Internal Quality Assessor will re-assess the candidate's evidence and provide written feedback of decision.
- If Internal Quality Assessor upholds original decision and it is still in dispute, candidate can appeal in writing to the External Quality Assessor within 1 month.
- External Quality Assessor will investigate appeal and inform candidate of decision in writing.
- This process can continue further with an appeal to the Regional Quality Assessor and the final level of appeal which is the National Quality Assessor. Their decision is final.

I have read and understand this appeals procedure;

Candidate Signature: _____

Date: / /

Assessor Signature: _____