



Appeals Policy

This policy was updated: **November 2017**

This policy will be reviewed: **November 2019**

Statutory policy? **Yes**

Candidate regulations and appeals procedure

This document is aimed at all candidates registered with the Nulogic Training Ltd. This procedure includes:

- Attendance, submission of work and misconduct
- Candidate performance
- Appeals relating to assessment
- Disciplinary procedures
- Behaviour code

This document sets out the regulations that candidates are expected to adhere to in return for being admitted to the Assessment Centre and being provided with assessment services and facilities. It also sets out the procedure which will be followed where there is a breach of the regulations. A breach of the regulations may lead to disciplinary action being taken against a candidate and repeated breaches or a single very serious breach may result in a candidate being excluded from the assessment programme. These Regulations apply to all candidates of the Assessment Centre.

The document also sets out the duties of the Assessment Centre to its candidates and the procedures that will be followed in the event of a candidate not agreeing with either the results of an assessment or the method of the assessment.

Attendance, submission of work and misconduct

- Candidates will want to complete assessment and qualification in a timely manner. To facilitate this, you are expected to submit evidence promptly and participate, when required, in any other activities essential to the completion of the assessment. You should use the time of your assessor effectively, recognising the needs of other candidates and respecting the right of your assessor to a manageable workload and working hours.
- All evidence submitted for assessment must be your own and result directly from your own work or experience. Taking someone else's work, images or ideas and passing it off as your own is plagiarism and therefore unacceptable.
- Knowingly allowing another candidate to copy one's own work is regarded as an act of collusion to gain unfair advantage and is unacceptable.
- Plagiarism, collusion or cheating will be subject to disciplinary action under these regulations
- You are reminded that external validating and examining bodies have their own stringent rules, which must be complied with absolutely.

Candidate performance

- You are required to complete the assessment programme within the timetable that is given to you when you are accepted onto the programme.

- If you fail to complete the programme within the agreed time but your assessor believes that you are capable of achieving this within a reasonable extension you may be allowed to remain on the programme subject to the terms and conditions of the Assessment Centre. You may be required to pay an additional fee under these circumstances.
- Where you believe that your failure to complete within the agreed time is due to circumstances beyond your control, such as health or personal problems, you may ask your Assessor for an extension. Such requests will be dealt with sympathetically provided suitable evidence of the circumstances can be provided.
- You may appeal against any decision to remove you from the assessment programme due to poor performance.

Appeals relating to assessment

In the event of a candidate not agreeing with either the results of the assessment or the method of the assessment, they have the right to appeal.

- The candidate should appeal directly in the first instance to their Assessor. It is hoped that this will resolve the problem. According to the severity of the problem, the Assessor should report the matter to the Internal Verifier
- If the problem is not resolved in discussion with the Assessor, then the candidate and/or the Assessor should appeal to the Internal Verifier. The Internal Verifier should make judgement according to the needs of the problem. This and the outcome should be recorded and stored with the Assessment Centre Operations Manager for any future reference.
- In the event of the Internal Verifier not being able to resolve the issue, the Centre Director should be informed, and the External Verifier should be notified.

Candidate disciplinary procedures

The disciplinary procedure is based on the following principles:

- The procedure is designed to deal fairly and consistently with disciplinary matters
- At every stage of the disciplinary procedure candidates will be given full details of the complaint against them and given the opportunity to present their case prior to any decision
- The procedure will be implemented at any stage dependent on the nature and seriousness of the alleged misconduct
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- The candidate has a right of appeal against any formal disciplinary action

- At the stage when a disciplinary action can lead directly to exclusion from the Assessment Centre then the candidate has a right to be accompanied by another person to the formal exclusion interview and any subsequent appeal

In the event of conduct giving rise to a disciplinary issue the following procedure will apply:

- In the event of a recurrence of a minor issue or a more serious issue arising the Assessor will call the candidate to a formal meeting. The Assessor will be accompanied by the Internal Verifier or another person nominated by the Centre Director. The candidate may also be accompanied at this meeting. The Assessor will detail the behaviour or action that has given rise to the disciplinary issue. The candidate will be asked to explain their actions or behaviour. If the Assessor is satisfied that unacceptable behaviour has taken place he or she will inform the candidate of the action that is to be taken. This can range from an immediate requirement for a change in behaviour, temporary suspension from the programme to permanent removal from the programme. The Assessor's decision will be given in writing to the candidate and will be recorded with the Centre Operations Manager.
- For a minor issue the Assessor will notify the candidate of the behaviour or action that has given rise to concern, will listen to any explanation that the candidate might offer and inform the candidate of the actions or change of behaviour that is required of them. A note will be made and recorded with the Centre Operations Manager.

Appeals

Candidates have the right to appeal against any disciplinary decision if they believe that they have not been treated fairly. The person hearing their appeal must not have been involved in the original disciplinary judgement.

An appeal should be made in writing to the Director of the Assessment Centre within five working days of the original warning. The candidate will be interviewed within five working days of the appeal being received and be informed in writing of the appeal decision within five working days of the interview. The candidate has the right to be accompanied to the interview.

If the candidate is not satisfied with results of the appeal they have the right to a final appeal to the Centre Director. The decision of the Centre Director is final.

Behaviour code

As in any community it is important that Assessment Centre members behave in an appropriate manner, respect the rights of others and co-operate with other candidates and staff to make the best use of the facilities and opportunities provided. Candidates who do not observe the behaviour code will be subject to the disciplinary action detailed in the candidate regulations. If you are unclear about any aspect of the behaviour code, please ask your assessor to clarify the expectations.

Nulogic expects its candidates to:

- Behave in a manner that is considerate and respectful to others

- Behave in a way that does not endanger others and conforms to the assessment centre's health and safety policy
- Complete work to the required standard and meet any deadlines for submission
- Behave in a way that supports their own success and that of others when in meetings
- Treat other candidates' assessment centre work and personal property with respect
- Not take part in, or ignore, harassment or bullying of other candidates
- Not use language that is offensive or abusive to others including swearing, sexist or racist remarks
- Take care of the physical environment of the assessment centre including all facilities, equipment and furniture
- This is not an exhaustive list, and this code is supplemented by specific requirements for particular locations and facilities that might be used for assessment activities.

For Additional Sites:

In some instances, Nulogic Training may deliver programmes outside of the host centre (for example-these may be provided within school settings). Where this is the case, Nulogic Training will confirm the school has already gained Pearson centre approval. Nulogic Training will ensure that whilst on school premises, all their policies and procedures (where relevant) will be adhered to by Nulogic Training staff.