

PERSES

Appeals Procedure

If the candidate feels that their end-of-course assessment has not been carried out correctly, it is within their rights to make an appeal. A record of any appeal will be kept by the centre.

Possible reasons for appeal may be:

- The conduct of an assessment;
- Access to assessment;
- Booking of the assessment;
- The adequacy of the range, nature and comprehensiveness of the evidence when set against the national;
- Standards and evidence requirements;
- The adequate opportunities offered in order to demonstrate competence.

Normally, the majority of issues will be resolved in discussion between the Assessor and the Candidate and possibly the IQA where required.

The candidate may be accompanied or represented by a colleague at any stage.

The appeals procedure will have three steps as follows;

Step 1 - Assessor and Candidate

- If a candidate disagrees with any assessment decision, they must first discuss their reasons with the assessor concerned as soon as possible. Normally, this will be immediately after they receive the assessment decision. If this is not convenient, they should arrange an appointment with the assessor within 5 working days.
- The assessor will review the candidate's reasoning behind their appeal against the assessment decision. The assessor will then give the candidate a further response/explanation of the assessment decision and any change to the outcome of the assessment decision upon review. If the candidate agrees with the assessor's response, the appeal will stop at this point.
- If the candidate is still unhappy at this point with the decision, the appeal will be progressed to step 2.

Step 2 – Internal Quality Assurer

- If the matter is still not resolved to the candidate's satisfaction on completion of step 1, the appeal will then be escalated to PERSES IQA, and a meeting will be set up between IQA, Assessor and Candidate within 10 working days, in order to discuss the matter further. An appeals form can be obtained from your assessor.
- Every endeavour will be made to reach a mutual agreement which complies with the national/awarding body standards.
- If the candidate is still unhappy at this point with the decision, the appeal will be progressed to step 3.

Step 3 – Awarding Body

- If the candidate is still dissatisfied after step 2, the Centre must then contact the awarding body, in the first instance, through their EQA.
- The awarding body may then review;
- The original assessment record and candidates' evidence, where appropriate
- The written explanation and confirmation of the original decision
- The awarding body will be asked to review the assessment decision, taking into account the following
- The candidate's reason for the appeal
- The candidate's evidence and associated records
- The assessors' reasons for the assessment decision
- The awarding body will be asked to review the evidence and make a final decision. The awarding body
- will then notify PERSES and the candidate of their decision.
- The decision of the awarding body will be final.

On behalf of PERSES

Signed:



Mr Stephen McCann – Managing Director

Date: 28th of January 2026