

An apprentice/candidate may appeal if they disagree with the results of their assessment.

The following are valid reasons for challenging an assessment decision (note that this list is not exhaustive).

An apprentice/candidate/candidate may:

- believe that assessment procedures were not properly applied, or that assessment arrangements were not appropriate
- believe that the information about the assessment was misleading
- believe that an assessor's judgment was biased in reaching an assessment decision
- believe that mitigating circumstances were not taken into consideration, thus affecting the assessment decision
- believe that administrative errors may have occurred in recording the assessment decision correctly

An apprentice/candidate, or an employer or training provider on their behalf may appeal against an assessment decision. Appeals must be made **within 25 working days** from results receipt.

Fees

Note that there are fees attached to this process. Stage 2 is chargeable at £100. Stage 3 is chargeable at £200. If the appellant's appeal is upheld, these charges are refunded.

The appeals process is detailed below:

CifAQ acknowledges receipt
within **3 working days**

Appellant requests an **appeal against an assessment decision form** from assessment@archaeologists.net and returns it to that address once completed.

Completed forms must be received within **25 working days** of results receipt.

All information is subject to the CifA GDPR management policy and will be kept securely in the OneDrive.

Within 10 working days of the ClfAQ acknowledging receipt of the appeal form

Stage 1: informal meeting – no fee

ClfAQ arranges an informal meeting with the apprentice/candidate to discuss the rationale behind the assessment decision and to give them feedback.

This meeting could include:

- the co-CEO (who has responsibility for qualification delivery)
- internal quality assurer/s or internal verifier/s
- assessor/s
- a representative from the training provider
- a representative from the employer

Where an appellant is satisfied with the outcome of the informal meeting, no further action is taken.

Where an appellant wishes to proceed to the next stage, the appeal moves to stage 2: formal review

Stage 2: formal review (£100 fee)

Investigation plan

The co-CEO, supported by the ACM, will lead an investigation. Where the co-CEO has taken on the assessor role, they will appoint a senior ClfA staff member to oversee the investigation and sign-off its results.

An investigation plan is developed by the ACM and signed off by the co-CEO/senior staff member. It will include:

- 1. expected timescale**
2. relevant staff/stakeholders to be involved
3. evidence to be gathered and scrutinised. Evidence could include:
 - a) review of assessment evidence and records
 - b) seeking a second opinion from a member of the assessment team
 - c) interviewing other candidates/members of staff/employer representatives
 - d) examining product/service evidence

The timescale is shared with the appellant and any relevant stakeholders

Review decision

The co-CEO/senior staff member reviews the evidence and reaches a decision on whether to uphold the appeal. They write to the appellant:

- a) to inform them of their decision on whether to uphold the appeal. This is supported with a full rationale and any relevant evidence
- b) to ask them whether they are satisfied with the decision
- c) to ask them to confirm in writing whether they are satisfied with the decision or whether they wish to proceed the appeal to the next stage

Where an appellant wishes to proceed to the next stage, the appeal moves onto stage 3: appeals panel

Within **30 working days** of ClfAQ receiving written confirmation from the appellant to proceed to panel

Stage 3: appeal panel (£200 fee)

1. ClfAQ convenes a panel to scrutinise the evidence and reach a decision on the appeal. The panel consists of:
 - two members of ClfA's Advisory Council, who are not assessors
 - an independent assessor who is familiar with the relevant qualification/standard
 - one independent person with appropriate assessment experience (either from the Institute of Conservation or the Institute of Historic Building Conservation)
2. The panel will agree on whether to uphold the appeal
3. The panel meeting is recorded
4. ClfAQ writes to the appellant:
 - a) to inform them of the panel's decision on whether to uphold the appeal. This is supported with a full rationale and any relevant evidence
 - b) to ask them whether they are satisfied with the panel decision
 - c) to ask them to confirm in writing whether they are satisfied with the panel decision or whether they wish to proceed with an appeal to the regulator/awarding body

Appeal to the regulator/SQA awarding body

Where the appellant disagrees with the outcome, it is considered to be the case that the internal appeal process has been exhausted and therefore:

- candidates taking SQA qualifications have the right to appeal directly to SQA
- apprentice/candidates taking CfAQ qualifications have the right to appeal directly to Ofqual

Appeals to SQA

Where an appellant has gone through all the stages of the CfAQ assessment appeals procedure and remains dissatisfied with the outcome or the way in which the appeal has been handled, they can:

- appeal to SQA (the awarding body)
- appeal to SQA Accreditation, Ofqual or Qualifications Wales (as appropriate) if they feel that the centre and/or SQA has not dealt with the appeal appropriately

SQA Accreditation, Ofqual or Qualifications Wales (as appropriate) cannot overturn assessment decisions or academic judgements but may investigate the effectiveness of the appeals process and require corrective action.