

## Appeals and Results Policy (to include on-line Test Appeals)

A candidate has the right to appeal in relation to any assessment decision made in relation to the qualification accredited by the ILM. An appeal may be lodged on the grounds that the assessment procedure has not been followed in line with the procedures laid down by the awarding body (ILM).

These grounds include:

- That the evidence gathered for one or more elements has been judged by the assessor and has said that the candidate is not yet competent.
- That the candidate has not been given the opportunity to produce evidence.
- That the evidence gathered has been discussed with others without the consent of the candidate
- That the online test has either not followed our Examination Policy or that the on-line test itself has inherent errors.

### Procedure:

If a candidate has cause to appeal then they should do this in the first instance in writing (email or letter) to the Centre Manager detailing their reasons and supporting evidence within ten working days of receiving the assessors or on-line feedback. Candidates should include their:

- ILM registration number and Centre number and address
- date(s) that notification of ILM's decision was received
- nature of service and decision in question and, if relevant, title and (if applicable) number of the ILM programme in question
- a clear statement of the grounds for the appeal
- all evidence needed to form a judgement (e.g. in the case of an assessment appeal, the learner's submission must be included along with mark sheet(s) and all records of assessment, internal quality assurance and the internal appeal).

The outcome of the appeal may be:

- That there is confirmation of the original decision
- That the same or different assessors reassess the competence.
- That the evidence submitted is sufficient to cover the requirements and a recommendation that the decision be reconsidered
- That there may be a technical error with the on-line test that will be referred to the ILM

The decision will be communicated to the participants in writing, via email or letter within 15 working days.

If a resolution is not found then details and reasons should be sent, again in writing directly to the Centre Manager who will review this, giving the information requested in step 1 and your reasons for appealing the decision. Again, this should be done via within ten working days of receiving the decision of the Assessor.

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- That there is confirmation of the original decision
- That the same or different assessors reassess the competence.
- That the evidence submitted is sufficient to cover the requirements and a recommendation that the decision be reconsidered
- That there may be a technical error with the on-line test that will be referred to the ILM

The decision will be communicated to the participants in writing, via email or letter within 15 working days.

Should you still not be satisfied with the response you receive and believe you have grounds for appeal, then you may take this up directly with the ILM, giving the above details and your reasons for disputing the previous decisions. Again, this should be done via within 10 working days of receiving the decision of the Assessor.

The outcome of the appeal may be:

- That there is confirmation of the original decision
- That the same or different assessors reassess the competence.
- That the evidence submitted is sufficient to cover the requirements and a recommendation that the decision be reconsidered
- That any technical error with the on-line test will be corrected and the test taken again.

For a fee you can ask the ILM to have that submission independently re-assessed.

Should you disagree with the final outcome, you may also escalate your appeal to the appropriate regulator. Refer to <http://ofqual.gov.uk/complaints-and-appeals>.