



CMBD Ltd – APPEALS POLICY

Commitment from CMBD Ltd

Once enrolled and registered on the programme you will be allocated an assessor. Your Assessor will provide an induction to the qualification process and support you through to certification. You and your assessor will agree regular tutorial meetings, as required within the requirements of the awarding body. These tutorial meetings can be arranged at your workplace or at a mutually convenient site. If your assessor visits your workplace, please ensure you have allocated sufficient time for the meeting. If for any reason you cannot keep the pre-arranged appointment, please give your assessor sufficient notice of cancellation. The tutorial appointments will help you to plan and agree objectives for the coming month and review previous objectives, if for an NVQ, or agree an assignment brief for a VRQ.

When you are ready to claim one or more units, or have completed your assignment, your assessor will undertake a formal assessment of your work. The Assessor will provide written feedback to you within ten working days. An Internal Verifier will regularly monitor the quality of this process and provide feedback to your Assessor on their performance.

Once enrolled on the programme your assessor support will be agreed between you and your assessor. The meeting dates required to complete your programme at this point will be set.

The Internal Quality Consultant (IQA):

The IQA will monitor the quality of the process and provide any necessary support to your Assessor via regular team meetings.

Your work will be 'sampled' periodically by the Internal Verifier to ensure that all records are up to date and accurate, or any additional support is required by you.

The Candidates responsibility:

- Plan and agree regular tutorial meetings with your Assessor.
- Complete objectives and action points agreed at each tutorial meeting.
- Notify your assessor of any cancelled tutorial meetings as early as possible.
- Ensure your work is your own, refer to centre policies or seek advice if unsure.

What to do if not satisfied:

We make every effort to ensure the smooth delivery of your learning programme, we would like to know if you are not satisfied. If you feel that there are areas, which

need improvement, then please let us know. We value feedback from our students - it helps us learn as well.

If you are not satisfied with any aspect of the programme, speak to your assessor initially. If matters cannot be readily resolved, then please write to:

The Centre Manager at CMBD Ltd Fourways, New Hill, Farnsfield, Newark,
Nottinghamshire NG22 8JW

You will then be contacted in confidence to discuss your grievance.

If you wish to appeal against an assessment decision regarding your qualification, then please complete the following Appeals Form and post to the Director of Quality & Resources at the above address.

Appeals Procedure

This procedure deals with disagreements between participants and assessors over assessment decisions.

If a participant is not satisfied with an assessment decision:

1. Discuss the disagreement as soon as possible, or not later than ten working days from disagreement arising, with their Assessor and ensure that written comments on assessment decision are utilised;
2. If still dissatisfied, complete the attached Appeals Form, which must be handed to the Centre Manager, within ten working days from the date of the discussion with your Assessor;
3. The Programme Manager will inform the participant of his/her decision in writing with a full explanation within twenty-eight working days of receipt of the Appeals Form.

If you are not satisfied with the actions taken at CMBD Ltd, the centre, then you have the right to escalate the appeal to CMI.

You will be provided with the necessary information and documentation to enable you to do this by the Centre Manager.

Details can also be found on the websites of CMI at www.managers.org.uk

Programmes Appeals Form

Candidate Appeal

Name of Candidate:	
Name of Tutor/Assessor:	
Name of Internal Verifier:	
Date of Assessment:	
Module/Unit(s) Assessed	
Stage 1- Assessor's Comments	
Assessment Details	
Candidate's Reasons For Appeal	
Candidates Signature:	
Assessor's Signature:	
Assessor Decision	
Date Appeal Received:	
Date of Reply:	
Name:	
Signature:	

Programmes Appeals Form

Stage 2 - IQA Comments	
Date Appeal Received	
Date of Reply	
Name	
Signature	
Stage 3 - Appeals Panel's Comments	
Date Appeal Received	
Date of Reply	
Name	
Signature	
Entered into Appeals Record Log?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Date Appeal Logged	
Name	
Signature	