

Appeals and complaints procedure

Policy level: Operational
Policy group(s): Student
Policy reference no(s): CIS-POL-01 **Revision reference no:** 3
Commencement date: 01.04.09 **Review date:** 01.04.10

Policy statement

Declaration: The CIS UCQ™ (Care Information Systems User Competencies Qualification) programme shall provide an appeals and complaints process for all learners undertaking a CIS-UCQ™ programme.

Objective(s): To provide all students with access to an appeals and complaints process.

Related legislation/policies/procedures: All course and student policies.

Approval authority: Ideal Ltd Management Team

Revision history:

Revision ref no	Approved/rescinded	Date	Committee/board	Resolution number	Document reference
1.0	Draft	01.05.08	Ideal	001	CIS-POL-01
2.0	Draft	01.04.09	Ideal	002	CIS-POL-01
3.0	Final	13.05.09	Ideal	003	CIS-POL-01

Candidate appeals and complaints procedure

The purpose of this procedure is to enable Candidates who are registered for CIS to challenge the outcomes of their assessments if they consider the assessment has not been carried out properly or fairly, or to facilitate Candidates who wish to make a formal complaint about any aspect of the CIS UCQ™. (See examples below.)

The procedure is as follows:

- 1 Candidate should, within ten days of being advised of their assessment outcome or of an issue arising, discuss informally with their CIS UCQ™ Assessor.
- 2 If this does not resolve the issue(s), then the Candidate should, within ten days of the informal discussion request their CIS UCQ™ Assessor to set up a formal meeting for the Candidate, the Assessor and an Internal Verifier. This meeting will take place within one month of the Candidate's request.
- 3 If after this meeting, no acceptable solution is offered then, within seven days of this meeting, the CIS UCQ™ Assessor needs to contact the Training Manager.
- 4 The Training Manager will gather all necessary information, and convene an appeals or complaints panel comprising of two internal verifiers (not previously involved) and the Director of Education Quality and Accreditation. The NCFE External Verifier will also be notified. This will be within one month of the Director being involved.
- 5 The appeals or complaints panel will meet to consider all relevant information and propose a solution. The solution will be notified in writing to all involved, within ten days of the meeting.
- 6 Should this still not resolve the issue(s), then the NCFE appeals procedures will be invoked.

Note: Should the appeal or complaint result from external verification outcomes, this needs to be brought to the attention of the Director of Education Quality and Accreditation within one week of outcome notification.

Examples of potential Candidate appeals/complaints:

- Access to assessment
- Access to internal verification
- Administrative issues, e.g. failure to register
- Process of assessment
- The handling of an appeal
- Unfair treatment

Assessor/Internal Verifier appeals and complaints procedures

The purpose of this procedure is to enable CIS UCQ™ Assessors/Appraisers/Internal Verifiers to challenge the outcomes of assessments if they consider the assessment has not been carried out properly or fairly, or to facilitate making a formal complaint about any aspect of CIS-UCQ. (See examples below.)

The procedure is as follows:

- 1 Assessor/Appraiser/Internal Verifier (A/A/IV) within ten days of being advised of an assessment outcome or of an issue arising, discuss informally with their CIS-UCQ Lead Assessor.
- 2 If this does not resolve the issue(s), then A/A/IV should, within ten days of the informal discussion request their CIS UCQ™ Lead Assessor to set up a formal meeting for themselves, the Lead Assessor and an 'external to the organisation' Internal Verifier. This meeting will take place within one month of the A/A/IV request.
- 3 If after this meeting, no acceptable solution is offered then, within seven days of this meeting, the CIS UCQ™ Lead Assessor needs to contact the Training Manager.
- 4 The Director of Education Quality and Accreditation will gather all necessary information, and convene an appeals or complaints panel comprising of two internal verifiers (not previously involved) and the Director of Education Quality and Accreditation. The NCFE External Verifier will also be notified. This will be within one month of the CIS Training Manager being involved.
- 5 The appeals or complaints panel will meet to consider all relevant information and propose a solution. The solution will be notified in writing to all involved, within ten days of the meeting.
- 6 Should this still not resolve the issue(s), then the NCFE appeals procedures will be invoked.

Note: Should the appeal or complaint result from external verification outcomes, this needs to be brought to the attention of the Director of Education Quality and Accreditation within one week of outcome notification.

Examples of potential A/A/IV appeals/complaints:

- Access to support and guidance
- Administrative or process issues
- Access to internal verification
- Insufficient time to undertake responsibilities

Programme provider appeals and complaints procedures

The purpose of this procedure is to enable CIS UCQ™ Programme Providers to raise significant issues or to facilitate making a formal complaint about any aspect of CIS UCQ™.

The Procedure is as follows:

- 1 Programme Provider, within ten days of being advised of an assessment outcome or of an issue arising, discuss informally with the CIS Training Manager.
- 2 If this does not resolve the issue(s), then Programme Provider should, within ten days of the informal discussion request the CIS Training Manager and Accreditation to set up a formal meeting for them, an external Lead Assessor and the Director of Education Quality and Accreditation. This meeting will take place within one month of the Programme Provider's request.
- 3 If this does not resolve the issue(s), then the CIS Training Manager will contact the Director of Education Quality and Accreditation.
- 4 The Director of Education Quality and Accreditation will gather all necessary information and convene appeals or complaints panel comprising of two Lead Assessors (not previously involved) and himself. The NCFE External Verifier will also be notified. This will be within one month of the CIS Training Manager being involved.
- 5 The appeals or complaints panel will meet to consider all relevant information and propose a solution. The solution will be notified in writing to all involved, within ten days of the meeting.
- 6 Should this still not resolve the issue(s), then the NCFE appeals procedures will be invoked.

Note: Should the appeal or complaint result from external verification outcomes, these needs to be brought to the attention of the CIS Training Manager within one week of outcome notification.