

## Appeals Procedure for Learners

In the event that a learner disagrees with an assessment decision they are entitled to appeal against it using the procedure outlined below. The aim is to resolve the issue within 14 working days after it has been raised or as soon as is reasonably practical.

- The learner should raise any problems, questions or queries with the Assessor concerned within 5 working days of the assessment decision being taken or as soon as is reasonable practicable to discuss and attempt to resolve the issue at the earliest opportunity.
- In the event that the issue remains unresolved or the learner feels unable to discuss this with the Assessor concerned, they should put their appeal in writing, setting out the grounds upon which they disagree with the assessment decision. This appeal documentation should be forwarded to the Internal Verifier.
- The Internal Verifier must discuss the appeal with the parties involved and review all the relevant documentation before any decision is reached.
- The Internal Verifier and Assessor should reply in writing within seven days stating the outcome of the appeal.
- In the event of the outcome being unsatisfactory to the Learner at this stage, the Learner may request that the issue be referred for independent review. In this instance Food and Farming Compliance will invite two independent reviewers to meet with those involved to discuss the issue and review all relevant documentation at the earliest opportunity.
- The decision reached by the independent review will be final. A record will be kept and copied to all parties concerned.