

National Qualification for Registration Officers

Appeals Procedure

Introduction

The purpose of the Appeals Procedure is to ensure that in the event that a candidate is aggrieved, they have adequate opportunity to raise the matter in accordance with a fair and consistent framework.

In the first instance, the candidate will need to exhaust informal mechanisms as set out in Section 2.1 below.

The commitment to equality of opportunity will be observed at all times during the operation of this procedure. This will ensure that candidates are treated fairly and without discrimination on the grounds of race, nationality, ethnic or national origins, sex, marital status, disability, age, sexual orientation, religious belief.

1. Grounds for Appeal

If at any stage during the national qualification programme, a candidate considers that they have been unfairly treated they will have the right to raise an appeal in accordance with the procedure. The appeal must be 'current' and reasonable grounds for appeal are detailed below:

- Perceived breakdown in the relationship between the Candidate and his/her Assessor.
- A decision made by an Assessor or Internal Verifier relating to the Candidate's failure to reach the required standard for any module/sub-unit of the qualification.
- a decision made by the Assessor or Internal Verifier to suspend the Candidate's participation in the qualification due to lack of submission of evidence, persistent failure to meet agreed targets, or provision of consistently poor quality evidence which fails to meet the agreed qualification standard.

2. Appeals process

2.1 Informal appeal

In the first instance the Candidate will take up any dissatisfaction with their Assessor or Internal Verifier in person, stating clearly the circumstances for appeal (see section 1 above). Where possible, this should involve a face-to-face discussion.

At the meeting, a note of the circumstances of the appeal should be made and the Assessor or Internal Verifier should explain the reasons for their action, making suggestions as to how to move forward positively to enable the Candidate to achieve a successful outcome in terms of their progress through the qualification.

In the event that the Candidate remains dissatisfied, a formal appeal can be made on the basis that the procedures were not properly applied or that their performance had not been assessed fairly.

2.2 Formal appeal

The Candidate should set out their case submitting it by e-mail to lrzasupport@tsi.org.uk . The submission should include any evidence or supplementary information connected with the appeal.

The LRSA support team will acknowledge receipt of the appeal within 5 working days and the appeal will be heard within 28 working days. The appeal will comprise 3 independent members of the National Panel for Local Registration Services including a nominated chairperson one of whom will be a representative of the General Register Office.

LRSA support colleagues will contact the candidate's assessor and/or internal verifier to notify them of the formal appeal and to request any representations/comments.

An appeal hearing will be held at which the panel will consider any representations made by the candidates' assessor and/or internal verifier. Whilst the candidate will not be required to attend the meeting in person, they may be requested to supply additional evidence or documentation and in some cases a call for witness statements may be considered appropriate. The panel will reach and record a decision, the outcome of which will be final. There will be no further right of appeal beyond this stage.

The outcome of the formal appeal will be communicated verbally where possible to the candidate and confirmed in writing by the chair of the appeal panel within 5 working days of the hearing being held.

3. Possible appeal outcomes

The appeal panel has authority to;

- Dismiss the appeal
- Assign a new Assessor or Internal Verifier
- Confirm the assessment decision against the agreed national qualification standard
- Amend the assessment decision against the agreed national qualification standard

The appeal panel may also make a recommendation to the relevant local authority if they believe that an Assessor or Internal Verifier has acted unfairly or in a discriminatory manner.