

## Appeals process

Assignments/portfolio: If you disagree with the mark you have been given or feedback then you have the right to challenge this.

- You will need to put in writing, to your tutor, why you disagree with the mark. It may take up to two weeks for a resolution.
- If you are still dissatisfied your appeal will go to the Internal Moderator who will read your assignment against the set CPCAB criteria. Again you need to put this into writing addressed: Internal Moderator. It may take up to four weeks for a resolution.
- If you are still dissatisfied with your mark the appeal will go to the Internal Verifier whose job it is to check the correct marking systems are in place, that the tutor has attended standardisation annual workshops and that the correct Internal Moderation is taking place. The final decision lies with the Internal Verifier.

External Assessment (skills taping & written paper): If you are dissatisfied with your result and you wish to appeal you must put this in writing to the centre. CPCAB do not take any direct appeals from candidates; appeals must go through the centre.

- Appeals will only be considered by CPCAD where there is a conflict between the Centre's estimated grade of the candidate and the actual result.
- CPCAB charge for the appeal process and the exam re-sit, however, if the appeal is successful then the fee will be refunded.
- The candidate is responsible for the appeal fee to CPCAB. More about this can be found on CPCAB's Enquiries and Appeals Policy at [www.cpcab.co.uk](http://www.cpcab.co.uk)