



COURSE PARTICIPANTS APPEALS, REPORTING AND HANDLING PROCEDURES (ARH-05)

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CHANGE HISTORY

Revision	Chapter	Description of Change	Date
3	All	Update of Handbook	30/07/2019
4	All	Update of Handbook	30/09/2020
5	All	Update of Handbook	30/09/2020

INTRODUCTION

Course Participants wishing to appeal must do so within 14 days of receiving the disputed assessment decision and are advised to keep copies of all documents relating to the appeal.

In the unlikely event that Course Participants exhaust this procedure and remain dissatisfied with the decision made by the EIMF, they may take their appeal to the appropriate regulator¹.

¹ Cyprus Human Resource Development Authority

STAGE 1

The appeal should be made, in the first instance, to the assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable, although the Course Participant is recommended to put the appeal in writing using the EIMF Course Participant Appeals Form 1 provided below.

The assessor should explain the rationale for the decision that is being disputed. The assessor is required to record an overview of the appeal and the outcome of the discussion and forward this to EIMF's nominated Appeals Officer (Marios Mortis – Programmes Leader) to retain with the institute's assessment and appeals records.

Course Participant Appeals Form 1 (stage 1)

Course Participants are required to complete this form when making an appeal against the outcomes of an assessment decision and forward to the assessor.

Course Participant's name			
Date of assessment			
Name of assessor (against whose decision the appeal is being made)			
Nature of the Appeal			
Details of Original Assessment Decision			
Course Participant's signature		Date	

To be completed by the assessor

Date of meeting			
Assessor Response			
Assessor's signature		Date	
Course Participant's signature		Date	

STAGE 2

If Course Participants remain dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then an appeal in writing should be made to the EIMF Appeals Officer (Marios Mortis – Programme Leader) within 14 working days of the Stage 1 process, using the EIMF Course Participant Appeals Form 2 provided below.

The Appeals Officer will write to the Course Participant to acknowledge receipt of the appeal within 20 working days and outline the course of action to be taken.

The Appeals Officer will carry out an investigation, ensuring that another appropriately qualified assessor and/or internal verifier is involved in the review, in addition to the relevant Qualification Coordinator specific to the qualification, and will write to the Course Participant within 20 working days with the findings and a decision as to whether the appeal was justified.

Course Participants are required to provide as much information as possible regarding the disputed assessment decision. When completing the Appeals Form 2, information should include:

- the date and type of the assessment (ie observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper)
- the name of the assessor involved
- a brief outline of the reason for the appeal
- any associated documents (ie Course Participant evidence, record of feedback from the assessor involved).

All Stage 2 appeals should be sent to:

Marios Mortis
Programmes Leader
European Institute of Management and Finance
25, Megaron, Strovolos
Nicosia 2032
Cyprus

Upon receipt of the appeal the Appeals Officer will ensure an investigation is conducted with a focus on a review and/or reassessment of the Course Participant's work against the assessment criteria for the qualification, where this is required.

One of the following decisions will be communicated to the Course Participant by the Appeals Officer in writing within 10 working days of the decision having been made. This will be to either:

- uphold the original assessment decision
- offer the Course Participant an opportunity for a re-sit/reassessment free of charge
- overturn the original decision.

These decisions will be recorded on the Course Participant Appeal Form 2. The decision will also be communicated to the original assessor and also to any other individual who supported the investigation.

The Appeals Officer will also ensure that in the event of identification of any malpractice or maladministration, this is reported with recommendations for action to the awarding organisation. The awarding organisation will review the information and will report all outcomes to all relevant stakeholders.

Copies of records of appeals are retained with the assessment and appeals records. EIMF will retain records of appeals for a minimum period of five years.

Course Participant Appeal Form 2 (stage 2)

Course Participants are required to complete this form and forward it to the appeals officer to make a formal appeal, if they are still dissatisfied after having appealed to their assessor.

Course Participant's name	
Course Participant registration number	
Address	
Email address	
Contact number	
Date of assessment	
Date appeal submitted	
Name of assessor (against whose decision the appeal is being made)	

Describe the reasons for your appeal as fully as possible. Please include **copies** of any associated documents (eg Course Participant evidence, record of feedback from the assessor involved). Course Participants should keep a copy of this form.

Type of assessment and nature of the appeal
<p style="text-align: right;">Please attach an additional sheet, if necessary</p>

Details of Original Assessment Decision			
Please attach an additional sheet, if necessary, in addition to any supporting evidence			
Course Participant signature		Date	

Please return the above form to:

Marios Mortis

Programme Leader

European Institute of Management and Finance, 25 Megaron, Strovolos, Nicosia 2032, Cyprus

To be completed by the Appeals Officer

Date of Appeal Investigation/Review	
Investigation /Review participants	
Investigation/review details	

Outcome (Tick one only)			
Uphold the original assessment decision			
Offer the Course Participant an opportunity for a re-sit/reassessment free of charge			
Overturn the original decision			
Assessor's signature		Date	
Course Participant's signature		Date	

STAGE 3

If Course Participants have followed Stage 1 and 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the awarding organisation within 20 working days of the decision being communicated to them by the recognised centre, in case the EIMF is not the awarding organisation.