

Lavender International is committed to providing assessment decisions to ensure that any evidence provided is valid, authentic, sufficient, current, reliable, and timely in nature.

Should you feel unhappy with your assessment decision, you have the right to appeal against it. There are four stages to our appeals process.

To appeal, you must start with stage 1, and should you be unhappy with the outcome, then you can progress through the next stages as required.

Stage 1

Discuss your concern with your tutor, who will be able to give you the rationale for their assessment decision. This will be provided in writing within 14 days. Should you be dissatisfied, progress to Stage 2.

Stage 2

Submit a written appeal to the Quality Team, who will review the tutor's rationale as provided in stage 1, conduct their investigation on the appealed assessment decision and provide feedback to you within 5 Working days. Should you be dissatisfied, progress to Stage 3.

Stage 3

Your appeal at this stage will be reviewed by the Quality Manager, who will review the feedback provided by the tutor at Stage 1 and the IQA at Stage 2. It will be the final responsibility of the Head of Apprenticeships to either uphold or overturn the original assessment decision and communicate this in writing within 14 days of the formal review process commencing.

Stage 4

If, after following stages 1 to 3, you are still dissatisfied with the outcome, you have the right to approach the prime funder (where applicable), the Department for Education (DFE), and/or any associated Awarding Organisation.

To obtain the details of any of the people mentioned in the stages, please utilise the following contact information.

Quality Manager – Julie Goodfellow
E-mail: Julie.goodfellow@lavender-ndt.com