

# The Performance Group

Maximising performance everywhere we can!



## HumanPerformance....developing skills since 2002!

**Please note:** References to **The Performance Group Limited** - from now on referred to as **TPGL** - include all brands, trading styles and trading names of the company.

TPGL offers an appeals procedure to allow a candidate to challenge the outcome of a result following marking or assessment of all multiple choice papers or written assignments. Following the announcement of assessment results all candidates are provided with access to a download link for this document which describes the method and process by which they can appeal their result. **If a candidate wishes to challenge the outcome of marking or an assessment for an EDI Endorsed Qualification they will be required to lodge their appeal within seven (7) days of receiving their result.**

**Step 1:** In the first instance a candidate is to send an email to James Turner - at the email address provided on the results email - identifying any aspect of their result they are unhappy with taking note of the instructions provided below.

**Marking of Multiple Choice Papers:** In the case of an appeal to a multiple choice paper score, once a written appeal is received the candidate's paper will be re-marked by a different assessor to that which originally marked the paper. The result of this re-mark will be sent to the candidate after being checked by James Turner. **This result will be final** and no further route of appeal will be available in the case of multiple choice papers.

**Assessment of Written Assignments:** If a candidate is unhappy with the assessment of any learning outcome within a written assignment they should review the feedback provided by the assessor against the written learning outcome and identify why they feel they have sufficiently answered the learning outcome with their given answer. Once the written appeal has been received it will be acknowledged within 48 hours. The candidate's reasons for appealing the assessment will be personally reviewed by the Chief Assessor and they will then be contacted by the Chief Assessor with the purpose of either explaining the assessment decision or providing amended feedback.

**Step 2:** If a candidate still remains unhappy with the assessment of any learning outcome within a written assignment following a step 1 appeal they should send an email to James Turner - clearly explaining the reasons why they feel their given answer meets the learning outcome. James Turner will personally review the original assessment and the subsequent feedback from the Chief Assessor and attempt to find a solution in conjunction with the candidate and Chief Assessor. Possible solutions could include further consideration and review of the submitted assessment; an opportunity for the candidate to provide additional work to address identified weaknesses in the first assessment or by the candidate providing a new assignment for re-assessment.

**The outcome of Step 2 of the appeal process and the decision of James Turner will be final and there will be no further route of appeal.**

### The following brands are all trading names of The Performance Group Limited

Human Performance	HR Performance	Recruit Performance	Retail Performance	World Wide Web Performance	Printing Performance
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