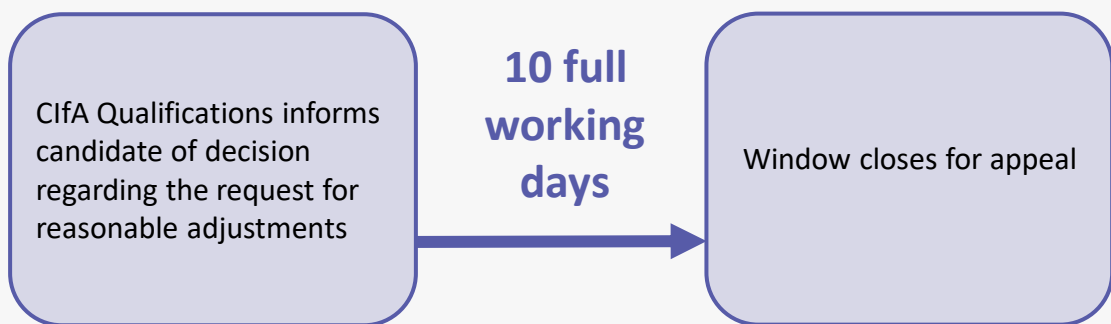


Appeal against reasonable adjustment decisions **process**

Where a candidate feels that an unfair decision has been made about a request for a reasonable adjustment, they can use the appeals against reasonable adjustment decisions process.

A candidate, or an employer or training provider on behalf of a candidate, may appeal against a reasonable adjustment decision. Appeals must be made **within 10 working days** of CifA Qualifications informing the candidate of its decision in response to the original request for reasonable adjustments.



It is advisable for appeals to be made as soon as possible in order to avoid delays in assessment.

If you wish to raise an appeal, please follow the process below.

CifA Qualifications acknowledges receipt of an appeals form within **2 working days**

Request an **appeal against assessment decisions form** from assessment@archaeologists.net and return it to this address once completed.

Your completed form must be received within **10 full working days** of receiving the RA request decision

CifA Qualifications will:

- enter details of the appeal on a dedicated tab in the risk register
- set up a dedicated folder (soft copy) for the case

All information will be subject to the CifA Qualifications GDPR management policy and will be kept securely.

Within 7 working days of CifA Qualifications acknowledging receipt of the appeals form

Stage 1: escalation and investigation

The assessment centre manager (ACM) escalates the appeal to the head of professional development and practice (PDP head) who will lead on the appeal process, supported by the ACM

The PDP head will investigate why the request for RA was refused and whether due process was followed. They may also discuss the request with the candidate's training provider, and any other relevant parties.

Within 14 working days of CifA Qualifications acknowledging receipt of the appeals form

Stage 2: PDP head decision

Where the PDP head decides to uphold the decision, they will:

- a) inform the appellant, in writing, of their decision and include a full rationale and any relevant evidence
- b) ask them whether they are satisfied with the PDP decision
- c) ask them to confirm in writing whether they are satisfied with the PDP decision or whether they wish to proceed the appeal to the next stage

Where an appellant wishes to proceed to the next stage, the appeal moves onto stage 3: appeals panel

Where the PDP head decides to reverse the decision, they will write to the appellant explaining why and will also lead a review on the relevant internal processes.

Within 30 working days of Cifa Qualifications receiving written confirmation from the appellant to proceed to panel

Stage 3: appeals panel

1. The PDP head convenes a panel to scrutinise the evidence and reach a decision on the appeal. The panel consists of:
 - two members of Cifa's Advisory Council
 - a member of the Cifa management team (independent of the PDP team)
 - one independent person with appropriate assessment experience (who could be from the Institute of Conservation, the Institute of Historic Building Conservation or another EPAO)
2. The panel will agree on whether to uphold the appeal
3. The panel meeting is recorded
4. The DPD head writes to the appellant:
 - a) to inform them of the panel's decision on whether to uphold the appeal. This is supported with a full rationale and any relevant evidence
 - b) to ask them whether they are satisfied with the panel decision
 - c) to ask them to confirm in writing whether they are satisfied with the panel decision or whether they wish to proceed with an appeal to the regulator (Ofqual)

Appeal to the regulator (Ofqual)

You will need to contact Ofqual direct if you wish them to review your appeal. Please note that you can only ask Ofqual for a review once you have received the outcome of your appeal from Cifa Qualifications.