



## Appeals Procedure

1. The center is committed to ensuring that the assessment procedure meets the requirements of the awarding organization and fulfills national standards.
2. The center will operate a system for reviewing the quality and fairness of the assessment procedure. As part of this, the candidate has a right to appeal against any assessment decision, written or practical, that the candidate deems to be unfair.
3. The candidate should notify the assessor of dissatisfaction with the outcome of the assessment within 7 days, stating why there is disagreement with the decision. The assessor must explain the decision in writing giving reasons, responding within 14 days.
4. If the learner is not satisfied the internal quality assurer must be informed and an investigation conducted. The internal quality assurer may arrange for the candidate to be reassessed by another assessor. The matter should be resolved in 35 days.
5. If the matter is not resolved to the candidate's satisfaction, an appeal can be made to the external quality assurer, according to the awarding organization's appeals procedure. It is necessary to make the appeals procedure available to all candidates, without the candidate having to request it. It is good practice to provide the center's appeals and complaints procedure during the candidate induction.

You should put your appeal in writing to:

Appeals, IFlourish Beauty Academy  
37 Akpan Etuk Street,  
Uyo, Nigeria.