

Learner Assessment Appeal Form

If a learner wishes to appeal an assessment decision, they should first follow the informal appeal process, where they contact the assessor to discuss the appeal and the reasons for the assessment decision. The learner may choose to discuss this first with their CSAM or employer. A second opinion may be sought from a Technical Expert or another assessor at this stage, or re-assessment by the original assessor or another assessor.

If informal resolution fails, the CSAM, learner or assessor will contact the Connexis Quality Assurance team by phone or in writing to seek guidance on the next steps.

A formal assessment appeal must be made in writing to Connexis within 20 working days of the assessment decision. The assessment appeal will commence within 5 days of receipt by Connexis and a resolution made within one month.

Please forward completed form to quality@connexis.org.nz

Part A: Learner to complete					
Learner Name					
Organisation					
Learner Email Address					
Unit standard		Version		Industry Sector	
Assessor Name				Assessment date	
Assessment method (workbook, online, workplace)					

Reason for appeal			
<i>(Please state the reasons why you think the assessment was unfair. Support your reasons with detailed evidence and attach to this form).</i>			
Learner's Signature		Date	

Part B: Connexis use only (Quality Assurance Advisor to complete)				
Learner informed that Appeal is being actioned	Yes ☐	No ☐	Date	
CSAM informed of appeal	Yes ☐	No ☐	Date	
Assessor informed of appeal and information requested from the Assessor to support their assessment decision	Yes ☐	No ☐	Date	
Quality Assurance Advisor reviewed the appeal	Yes ☐	No ☐	Date	
Assessment appeal supported	Yes ☐	No ☐	Date	
Result communicated to learner	Yes ☐	No ☐	Date	
<i>Additional comments:</i>				

Part C: Independent moderator decision				
Assessment appeal supported	Yes ☐	No ☐	Date	
Final result communicated to learner	Yes ☐	No ☐	Date	
<i>Additional Comments:</i>				

Part D: Learner to complete			
Do you accept the decision from Connexis?		Yes ☐	No ☐
Learner signature		Date	
<i>Additional Comments:</i>			

*If learner has ticked 'No' (not resolved), forward all documentation to Quality Assurance Manager to make the final decision.

Learner has the right to appeal to NZQA directly if still not satisfied with the result.



Assessment Appeal Process

Step	Description	Who
1	Learner contacts the assessor in the first instance to disagree with assessment decision.	Learner
2	Assessor explains to the learner the reason(s) for the assessment decision. The assessor offers the learner the right to appeal if agreement cannot be reached.	Assessor
3	Learners appeal in writing to the Quality Assurance Advisor using the Assessment Appeal Form found on the Connexis website. The appeal must include the reasons why the candidate believes the assessment decision is unfair.	Learner
4	Quality Assurance Advisor receives the appeal and advises the Quality Assurance Manager. Quality Assurance Advisor sends an email to the learner acknowledging the receipt of the appeal. Email is tracked on iMX using set regarding function. Quality Assurance Advisor informs the assessor of the appeal and gathers all relevant information from both the assessor and the learner. Quality Assurance Advisor considers if there are grounds for an appeal.: • No – Quality Assurance Advisor sends an email to learner explaining the reason as why the appeal cannot be progressed further. • Yes -Quality Assurance Advisor then discuss with Quality Assurance – Team Leader as to see if this needs a review by another assessor or moderator. ○ Quality Assurance Advisor informs the CSAM of the appeal. ○ Quality Assurance Advisor reviews the material to review the decision; if technical expertise is required, the Quality Assurance Advisor sends the material to an independent assessor/moderator for review. ○ Quality Assurance Advisor outlines findings in a letter/receives the recommendation from independent moderator/assessor for review. ○ Quality Assurance Advisor advises the result to the assessor and learner, Quality Assurance Manager and CSAM.	Quality Assurance Advisor
5	All emails and completed Assessment Appeal Forms are stored in the Connexis internal folder for assessment appeals, using the reference system for easy retrieval.	Quality Assurance Advisor



6	Learner still not satisfied and challenges the result in writing to Quality Assurance Manager.	Learner
7	All information to date is reviewed and a final decision made; all parties involved are informed.	Quality Assurance Manager
8	The Quality Assurance Advisor informs the final result to learner, assessor, CSAM. All communication should be tracked on iMX.	Quality Assurance Advisor
9	The learner has the right to appeal to NZQA directly if still not satisfied with the result	Learner

