

BEAUTY VALLEY PTE. LTD

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APPEAL POLICY

VERSION APPEAL_V1

EFFECTIVE DATE 2020-07-16

Scope/Purpose Enhanced Beauty Valley Academy Appeal Procedure and Scope
At Beauty Valley Academy, we strive to maintain transparency, fairness, and integrity throughout the assessment process. Our appeal procedure provides candidates with an opportunity to request a re-assessment.

Scope:

This procedure applies to all candidates who have been awarded a "Not Yet Competent" (NYC) result in any assessment conducted by Beauty Valley Academy. Eligible candidates can apply for a re-assessment.

Eligibility:

- Time Frame:** Candidates must submit an appeal within 24 hours of receiving their NYC result.
- Pre-requisites:** Candidates must meet the pre-course entry requirements and the minimum qualifications to be eligible for further appeals.

Policy/Process Appeal Procedure:

1. Step 1: Submit Appeal Request

- Candidates must approach the administrative office within 24 hours of receiving their NYC result to request an appeal.
- The candidate must fill out an appeal form, including a clear explanation for the appeal, along with any supporting evidence to justify the request.
- An appeal fee of \$120 must be paid, covering the re-assessment setup and the assessor's engagement fee.
- Candidates must acknowledge that the re-assessment will be conducted with a different set of questions (Set B).

2. Step 2: Candidate Acknowledgement and Coaching Option

- Candidates are required to accept the results and feedback provided by the assessor during the initial assessment.
- Candidates must ensure that an oral clarification has been conducted with the assessor, confirming they fully understand the performance gaps and competency criteria.
- Candidates have the option to request further coaching or assistance if they feel additional support is needed before the re-assessment.
- The pre-assessment briefing, procedure, and criteria must be acknowledged by the candidate before proceeding with the appeal.

3. Step 3: Review by Exam Board

- The exam board will review the appeal request, including the supporting evidence, within 3 working days.
- The review will consider reports from both the assessor and the administrative office, ensuring a thorough evaluation of the candidate's performance.
- If the appeal is successful, a re-assessment will be scheduled, and the candidate will proceed with Set B of the assessment. If the appeal is denied, the board will provide a clear explanation.

4. Step 4: Re-assessment (If Appeal is Granted)

- Upon approval of the appeal, the re-assessment will be scheduled. The candidate must attend the re-assessment as instructed and adhere to all procedures.
- The re-assessment will involve a new assessment set (Set B), and candidates must ensure they are prepared for this evaluation.

5. Step 5: Limitations on Appeals

- Candidates are only permitted two appeals. If the result of the second appeal is still "Not Yet Competent," the candidate must re-enroll in the full course without any subsidy.
- No further appeals will be accepted beyond the second attempt.

Responsibilities:

Candidate:

- Submit the appeal request within 24 hours of receiving the NYC result.
- Acknowledge the assessment feedback and performance gaps provided by the assessor.
- Ensure the oral clarification and pre-assessment briefing have been conducted.
- Pay the \$120 appeal fee and understand that the re-assessment will use a new question set (Set B).
- Seek additional coaching or support if required.
- Abide by the two-appeal limit and understand that re-enrollment in the course is required if both appeals are unsuccessful.

Administrative Office:

- Provide the appeal form and offer guidance on the appeal process.
- Collect and process the appeal form and fee.
- Submit a detailed report of the candidate's performance and any relevant information from the first assessment.

Assessor:

- Provide a comprehensive report on the candidate's performance, including feedback, assessment details, and any oral clarification provided to the candidate.
- Submit the report to the exam board for consideration.

Exam Board:

- Review the appeal, evidence, and reports from both the assessor and the administrative office.
- Make a decision within 3 working days and notify the candidate of the outcome.
- Provide a clear explanation if the appeal is denied.

Final Decision:

The decision made by the exam board is final. Candidates are required to accept the outcome of the appeal process, whether granted or denied. In cases where further clarification or assistance is needed, candidates should contact the administrative office.

Appeal Application Form in table format:

Beauty Valley Academy Appeal Application Form
Personal Information
Full Name:
Course Title:

VERSION

Assessment Appeal	
Beauty Valley Academy Appeal Application Form	
Candidate ID:	
Contact Number:	
Email Address:	
Assessment Information	
Result Received:	
Date Result Received:	
Appeal Details	
Reason for Appeal:	
(Please provide detailed reasons for appeal, including any supporting evidence)	
<input type="checkbox"/> Oral clarification with assessor conducted and feedback accepted	
Additional Support Requested:	
If Yes, specify the type of support needed (e.g., coaching, further explanation):	
Administrative Section	
Date Appeal Submitted:	
Appeal Fee Paid:	
For Office Use Only	

EFFECTIVE DATE

Received By (Admin):	
Date Received:	
Exam Board Review	
Appeal Reviewed By:	
Review Date:	
Appeal Outcome:	
Explanation (if denied):	
Re-assessment Information (if applicable)	
Re-assessment Date:	
Re-assessment Fee Paid:	
New Assessment Set:	
Signatures	
Candidate Signature:	
Date:	
Admin/Assessor Signature:	
Date:	