

# Standard Operating Procedure For Processing Appeal on Role- Play Assessment Grade

**Prepared For:**

Singapore  
Mediation  
Centre



# Objective

The objective of this SOP is to outline the procedures to process appeal on role-play assessment grade.

## Version Control Record

<b>Version</b>	<b>Effective Date</b>	<b>Changes</b>	<b>Approved By</b>
1.0	August 2018	N.A.	Loong Seng Onn

## Key Procedures Outline

- I. PROCEDURE TO INITIATE APPEAL PROCESS
- II. APPOINTMENT OF INDEPENDENT ASSESSOR
- III. PROCESSING APPEAL

## **I. PROCEDURE TO INITIATE APPEAL PROCESS**

1. Candidate received assessment results and wish to appeal decision.
2. Candidate is made aware of the appeal procedure and process, e.g. cost, timeline, engagement of assessor, etc.
3. Candidate to complete Appeal Form (Annex A)
4. Candidate to submit completed Appeal Form and make payment of S\$400 to Singapore Mediation Centre within 10 working days from the date the assessment result is released.

## **II. APPOINTMENT OF INDEPENDENT ASSESSOR**

1. Training Manager to appoint an independent assessor.
2. Independent assessor
  - a) must not be involved in the assessment grading of candidate, and
  - b) has no conflict of interest with candidate.

## **III. PROCESSING APPEAL**

1. Once independent assessor is appointed, Training Manager to email the candidate's assessment video and Mediator Report for independent assessor to record the assessment report and result.
2. Independent assessor is given 1 week to assess the appeal.
3. At the end of 1 week, independent assessor to email Training Manager the completed Mediator Report and recommended grade.
4. Training Manager to submit the candidate's original grade, original assessment Mediator Report, independent assessor's grade, independent assessor's Mediator Report and Training Manager's recommendation to SMC Executive Director for final decision.
5. Training Manager to release the final decision 4 weeks from the receipt of the appeal.
6. The outcome will be final and there will not be any further appeals entertained.
7. Training Manager to instruct CSO to make payment to independent assessor for work done of S\$150 per candidate.

## Annex A – Appeal Form for Role-Play Assessment Grade

### APPEAL FORM FOR ROLE-PLAY ASSESSMENT GRADE

1. Fill in the Appeal Form for Role-Play Assessment Grade accordingly.
2. Crossed cheque or cashier's order of S\$400 shall be made payable to “**Singapore Mediation Centre**”.
3. The completed Appeal Form and payment must be sent to the following address:

**Singapore Mediation Centre**  
**1 Supreme Court Lane, Level 4**  
**Singapore 178879**

4. The completed Appeal Form together with the payment must reach Singapore Mediation Centre within 10 working days from the date the MSA result is released.
5. You will be informed of the outcome within 4 weeks of receipt of the appeal. The outcome will be final and there will not be any further appeals.

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<b>Name</b>	
<b>Contact Number</b>	
<b>Email Address</b>	
<b>Date of Assessment</b>	
<b>Reasons for the Appeal</b> <i>(Please attach supporting document if applicable)</i>	

\_\_\_\_\_  
Signature of Candidate

\_\_\_\_\_  
Date

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#### FOR OFFICIAL USE ONLY

<b>Cheque/Cashier's Order No.</b>	
<b>Received By/Date</b>	
<b>Appeal Status</b>	<input type="checkbox"/> Recorded and Approved <input type="checkbox"/> Recorded and Rejected