



Appeals Procedures

Date of last review:	2021	Review period:	Annually
Date of next review:	2022	Written by:	Exams Officer
Type of policy:	Non-statutory	Committee:	Curriculum & Standards
Signature:			

Aims:

- To enable the learner to enquire, question or appeal against an assessment decision.
- To attempt to reach agreement between the learner and the assessor at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness.
- To facilitate a learner's ultimate right of appeal to the awarding body, where appropriate.
- To protect the interests of all learners and the integrity of the qualification.

In order to do this, Wyre Forest School will:

- inform the learner at induction, of the Examination Appeals Policy and procedure;
- record, track and validate any appeal;
- forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted;
- will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results;
- keep appeals records for inspection by the awarding body for a minimum of 18 months
- have a staged appeals procedure;
- monitor appeals to inform quality improvement.

Responsibilities:

- **Learner:** responsible for initiating the appeals procedure, in the required format, within a defined time frame, when s/he has reason to question an assessment decision.
- **Assessor:** responsible for providing clear achievement feedback to learners. If assessment decisions are questioned, the Assessor is responsible for processing the learner's appeal within the agreed time.
- **Internal Verifier/Lead Internal Verifier/Senior Management:** responsible for judging whether assessment decisions are valid, fair and unbiased.
- **Head of Centre:** responsible for submitting an appeal in writing, to the awarding body if the learner remains dissatisfied with the outcome of the centre's internal appeals procedures.

Procedures:

The Candidate Handbook informs the learner of the appeals procedure. The learner appeals procedures are staged procedures to determine whether the assessor:

- Used procedures that are consistent with the awarding body's requirements.

- Applied the procedures properly and fairly when arriving at judgements.
- Made a correct judgement about the learner's work.

Stage 2 – Review: Review of assessment decisions by Manager and/or Internal Verifier/Lead Internal Verifier. Learner notified of findings and agrees or disagrees, in writing, with outcome. If unresolved, move to Stage 3.

Appeals Procedure Flowchart

Stage 1) Learner: Responsible for initiating the appeals procedure by formally writing a letter to the assessor, lead IV, quality nominee or programme leader.



Stage 2) Assessor: Responsible for discussing learner's concerns and appeal. Feedback must be given, and documented, in order to resolve the issue where possible, and a new deadline date agreed for learner to complete work.



Stage 3) Lead IV: Responsible for carrying out verification on assessed work in question, and to give feedback to assessor in order for an amicable solution to be made. All decisions and feedback must be documented on verification document.

Stage 4) Phase Leader: Responsible for verifying any work that the learner feels has been assessed wrongly, and to give feedback to assessor/lead IV/learner in order for an amicable solution to be made. All decisions and feedback must be documented on verification document.



Stage 5) Senior management: Responsible for scrutinising any questionable work that has been involved in any appeal, and to give feedback to assessor/lead IV/learner in order for an amicable solution to be made. All decisions and feedback must be documented on verification document.



Stage 6) Head of Centre: Responsible for sending a written appeal to the awarding body if the learner is dissatisfied with centre outcomes.

The centre can enquire about or appeal against an awarding body decision affecting the centre or its learners by submitting an email to relevant awarding body within 14 calendar days of receipt of original decision.

If an individual learner wants to enquire about or appeal against the centres decision which they feel has disadvantaged them, then they too should send an email to the awarding body within 14 calendar days of being notified of the outcome of the centre's internal appeals process. A learner **MUST** go through the centres appeals process before contacting the awarding body.

- **Recording appeals:** each stage will be recorded, dated and show either agreement or disagreement with decisions. Documents will be kept for a minimum of 18 months.
- **Monitoring of appeals:** undertaken by Deputy Head (Curriculum) to inform development and quality improvement.