



## LEARNER APPEAL POLICY

### **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

### **Centre Appeal Policy**

The Centre will ensure that:

1. Internal assessments are conducted by members of the teaching staff who have appropriate knowledge, understanding and skills in this area.
2. Assessment evidence provided by candidates is produced and authenticated according to the requirements of the Awarding Body for the subject concerned.
3. The consistency of internal assessment will be maintained by internal verification and standardisation.
4. All candidate work being assessed by teaching staff for external qualifications is carried out fairly, consistently and in accordance with the rules and regulations of the specification relating to the qualification.

### **Appeals Procedure**

1. The Lead Internal Verifier and Head of Centre will manage all appeals. Should the appeal be against the Lead Internal Verifier then another Lead Internal Verifier will be brought into review the original decision.
2. Appeals should be made in writing stating the details of the complaint and the reasons for the appeal within 7 working days of receiving the feedback and grade of work in question.
3. The teacher who made the assessment decision will be given a copy of the appeal and will respond in writing to this to the Lead Internal Verifier and Head of Centre within 5 working days.
4. The Lead Internal Verifier and Head of Centre will then decide on the grading and give written feedback to both the student and the teacher involved within a further 3 working days.
5. The Student raising the appeal will have an opportunity to a personal hearing if they are not happy with written response received. The student will be given reasonable notice of the hearing date and should have sight of all relevant documents to the case in advance of the hearing. Where the student is presenting their own case, they are allowed to bring along a carer/friend. The teacher(s) and student will have the opportunity to hear each other's submission to the panel at the hearing.
6. The panel will comprise of a Lead Internal Verifier from another subject area, the Quality Nominee and the Exams officer.
7. A written record of the appeal and hearing will be taken including the outcome of an appeal and reason for that outcome. This will be kept on file for 18 months and the student will also receive a hard copy.
8. The school will inform the awarding body if there is any change to an internally assessed grade as a result of an appeal.

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