

Rowhill School

Appeals Policy

Aim: 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, the centre will:

- inform the learner at induction, of the 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
- keep appeals records for inspection by the awarding body for a minimum of 18 months
- have a staged appeals procedure
- 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
- monitor appeals to inform quality improvement.

This policy will be reviewed every 12 months by the Exams Officer.

Appeals

Purpose/Scope

- that there are clear procedures for learners to enable them to enquire about, question or appeal an assessment decision
- that any appeal is recorded and documentation is retained for 18 months following the resolution of the appeal
- that the Head of Centre facilitates the learner's ultimate right of appeal to Edexcel, once the centre's appeal procedure is exhausted.

Definitions/Terminology

Appeal: a request from a learner to revisit an assessment decision which s/he considers to disadvantage him/her.

Appeals procedure: a standard, time limited, sequenced and documented process for the centre and learner to follow when an appeal is made.

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 Edexcel if the learner remains dissatisfied with the outcome of the centre's internal appeals procedures.

Procedures

Learner induction: Should inform the learner of the appeals procedure.

Learner appeals procedures: A staged procedure to determine whether the assessor:

- used procedures that are consistent with Edexcel's requirements
- applied the procedures properly and fairly when arriving at judgements
- made a correct judgement about the learner's work.

Appeals procedure stages:

- **Stage 1 - Informal:** Learner consults with assessor within a defined period of time following the assessment decision, to discuss an assessment decision. If unresolved, then the issues are documented before moving to stage 2.
- **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.
- **Stage 3 - Appeal hearing:** Senior management hear the appeal: last stage by the centre. If unresolved, move to stage 4
- **Stage 4 - External appeal:** The grounds for appeal and any supporting documentation must be submitted by the centre to Edexcel within 14 days of the completion of Stage 4: a fee is levied.

Recording appeals: each stage should be recorded, dated and show either agreement or disagreement with decisions. Documents must be kept for a minimum of 18 months.

Monitoring of appeals: undertaken by senior management to inform development and quality improvement.