

Appeals Procedure

PURPOSE AND SCOPE

Organise Happy is committed to ensuring that:

- Assessments are conducted by staff who have the appropriate knowledge, understanding and skills .
- Assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specifications for each subject .
- The consistency of internal assessment is assured through internal standardisation as set out by the Awarding Bodies .
- Staff responsible for internal standardisation and /or assessment attend any compulsory training sessions and achieve relevant levels of qualification .

Appeals Procedure

- If students are concerned about the procedures used in assessing their internally marked work for public exams (e.g. coursework / portfolio / projects / performance) they should initially speak to their tutor to achieve resolution to the matter . If, following this course of action the student is still dissatisfied, they have the option of submitting a formal appeal in writing .
- The student should put their appeal in writing to the Centre Services Manager no more than 14 days after the deadline for coursework marks is to be sent to the relevant awarding body . The appeal must state the details of the complaint and the reasons for the appeal . All supporting evidence should be included with the appeals notice .
- The appeal will be reviewed and an investigation undertaken if necessary . This will be undertaken within 14 days of receipt of the appeal . The process will include a review of the procedures used by the Centre to award marks for internal /controlled assessment and will consider whether the procedures conform to the published requirements of the awarding body .
- Wherever possible, appeals will be considered and resolved by the date of the last externally assessed paper of the examination series . Any difficulties in meeting this deadline will be raised with the awarding body .
- The vocational member of staff making the assessment will be asked to respond to the appeal in writing and a copy will be sent to the appellant .

The Centre Services Manager will convey the outcome of the appeal and clear reasons for the outcome in writing to the appellant within 5 working days of the final decision . Any changes made to the assessment of the candidate's work and any steps taken to further protect the interest of the candidates at the Centre will be confirmed .

Document: Appeals Procedure v 1.0

Owner: Managing Director

Approved By: Board of Directors

Date of Approval: July 2019

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Candidates will be able to gain access to: –

- the breakdown of marks awarded to them for an internal assessment,
- all comments recorded by the Centre relating to their internally assessed work,
- any relevant communications with the awarding body,
- information if available at the time of the appeal as to whether the work was sampled by the awarding body,
- the moderated mark given by the awarding body if known,
- relevant awarding body procedures for the conduct of internal assessment.
- The Centre will maintain a written record of all appeals and subsequent decisions. The awarding bodies will be informed of any change to an internally assessed mark as a result of an appeal, of any implications for the conduct of the examination or for the issue of results. Full details of any appeal will be available to the awarding body on request.

Enquiries About Results (EARs)

- Each awarding body publishes procedures for appeals against its decisions. The appeals may be made to the Centre regarding the procedures used in internal assessment, but not the actual marks or grades submitted by the centre for moderation by the awarding body.
- A student, parent or carer wishing to appeal against the procedures used in internal assessments should contact the Centre Services Manager as soon as possible to discuss the appeal, and a written appeal must be received at least two weeks before the date of the last external exam in the subject.
- On receipt of a written appeal, an enquiry into the internal assessment will be conducted by the Centre Services Manager. This enquiry will consider whether the procedures used in the internal assessment conformed to the published requirements of the awarding body.
- The appellant will be informed in writing of the outcome of the appeal, including details of any relevant communication with the awarding body and of any steps taken to further protect the interests of the candidates.
- Where EARs are conducted against the advice of subject staff, the Centre will make a charge for the work undertaken.

Related Policies and Procedures

Assessment & Examination Policy

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