EXAM, QUALIFICATION AND ACCREDITATION APPEALS POLICY

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Appeals 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.

In order to do this, Ysgol Bryn Derw 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;
- 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.
- Headteacher: responsible for submitting an appeal in writing, to awarding body if the learner remains dissatisfied with the outcome of the centre's internal appeals procedures.

Procedures:

- The learner induction 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.

- 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 a Senior 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: The Headteacher hears the appeal: last stage by the centre. If unresolved, move to stage 4.
    - Stage4–External appeal – The grounds for appeal and any supporting documentation must be submitted by the centre to the awarding body within 14 days of the completion of Stage 4: a fee is levied.

- 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 the Headteacher to inform development and quality improvement.