



Policies and Procedures
Learner Appeals

APPEALS POLICY & PROCEDURE

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 Pearson, 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 Pearson 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 Pearson'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 hears 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

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.

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 annually

Review date: 1 September 2016