

Exams - Appeals Policy

Overton School

Approved by:	Omar Salahuddin, Principal
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Overton School is committed to ensuring that whenever staffs assesses work for learners for external examination, this is done fairly, consistently, and in accordance with the specification for the qualification concerned. Staff who have appropriate knowledge, understanding and skills, and who have been trained in this activity will conduct assessments.

The work of learners must be produced and will be authenticated according to the requirements of the awarding organisation. When assessment of a portfolio is divided among several staff, consistency will be maintained by internal moderation and standardisation.

If a learner feels that these procedures have not been carried out in relation to his/her work then he/she must first discuss the matter with the course assessor. If the problem cannot be resolved in this way, the candidate may use the formal appeals procedure outlined below. Appeals may be made only against the procedures that led to the assessment and not against the mark or grade.

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 organisation, 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 organisation 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 organisation for a minimum of 18 months
- Have a staged appeals procedure
- 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.

Appeals Procedure 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 Quality Assurer: responsible for judging whether assessment decisions are valid, fair and unbiased.

Head of Centre: responsible for submitting an appeal in writing to the awarding organisation if the learner remains dissatisfied with the outcome of the centre's internal appeals 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 awarding organisation'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 (28 days) following the assessment decision, to discuss the assessment decision.

The Appeal and follow up discussion will be documented and an informal resolution sought. The Assessor may wish to consult with a colleague/other experienced assessor (or internal quality assurer) to find a resolution. If a resolution cannot be found informally, the assessor should ensure the Appeals process thus far has been documented, before passing the Appeal to their line manager for Stage 2 of the process to occur.

Stage 2 – Review: Review of assessment decisions by manager and/or internal quality assurer. Learner notified of findings in writing and asked whether s/he agrees or disagrees with the outcome. If unresolved/disagreed, move to stage 3.

Stage 3 – Appeal hearing: Head of centre hear the appeal, this is the 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 the awarding organisation within 14 days of the completion of Stage 3: 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. Overton School will notify the awarding organisation of any outcome of the appeal that has implications for the conduct of the examination or the issue of results. A written record of the appeal will be kept and must be made available to the awarding organisation at their request.

Monitoring of appeals: This will be undertaken by the Head of Centre.

If a learner wishes to appeal against the external marking/assessment of an exam, they are required to follow the awarding organisation's Appeals Procedures. This will be made available to the learners and can be accessed from the Pearson website.