



KLP – 006 Access & Fair Examination Procedure

LEARNER APPEALS PROCEDURE

Introduction

In the unlikely event that you have a problem at any stage of the assessment process, there is a process that you must follow to ensure that your grievance is promptly and properly investigated.

The Directors have overall responsibility for the Appeals procedure.

Appealing against an Assessment

This procedure applies to all those programmes leading to an award or a qualification where an assessment of the candidate's performance is made by the Assessor and the result of that assessment is taken into account in the determination of either a pass or fail.

Where an assessment is an element in the award of a qualification by an external validating or Awarding Organisation then the body concerned will be kept fully informed of any appeal. If necessary, representatives of the body may be involved in any stage of the appeals procedure.

All candidates will be made aware of the appeals procedure during induction.

A written record of all appeals will be kept by The Company and will include the outcome of the appeal and the reasons for the outcome. A copy will be given to the candidate.

All appeals will include a review of the procedural criteria for assessment to take place and will consider whether these procedures were in conformity with the published requirements of the Awarding Organisation and the Code of Practice.

Procedure

Where a candidate disagrees with the assessment given, he/she must discuss this with the Assessor concerned as soon as possible. In all circumstances this should be done within **one week** of receiving the assessment decision.

Stage One: Assessor and Candidate

The Assessor will consider the candidates appeal and provide a response through

- a) Clear explanation/reiteration (as appropriate) of the assessment decision following re-evaluation of the evidence.
- b) Amendment of the candidate's assessment record, if appropriate.

Feedback will be given to candidates within one week of receiving the appeal. The candidate will then have access to:

- a) Any correspondence between the centre and the Awarding Organisation relating to their internally assessed work
- b) Information, if available at the time of appeal as to whether their work was sampled by the Awarding Organisation
- c) Relevant Awarding Organisation procedures for the conduct of internal assessment

If the candidate agrees with the decision provided then the appeal need not proceed further.

Where the candidate is unhappy with the decision reached, the Candidate Appeal Form (Annex A) should be completed and the appeal should proceed on to Stage 2.

Stage Two – IQA

The Assessor concerned must forward:

- a) The original assessment record and the candidate evidence – where appropriate
- b) The Candidate Appeal Form to the nominated IQA within 24 hours of the appeal being logged.

The IQA must reconsider the assessment decision and this will normally involve an evaluation of :-

- a) The candidates evidence and associated records
- b) The Assessors rationale for the decision
- c) The opinion of the candidate

In doing so, the IQA must complete the relevant section of the Candidate Appeal Form and provide the reconsidered decision within 6 working days of receiving the appeal.

Where the candidate remains unhappy with the reconsidered assessment decision, the appeal must proceed to Stage 3.

Stage Three – Director in conjunction with IQA's

A process will be followed through management who will consider and validate the candidate's appeal.

Copies of the candidate's work and the Assessor's decision should be presented.

A decision will be returned to the IQA who presented the appeal within 3 weeks.

The IQA will then inform the candidate and Assessor of the decision – which is final.

The candidate appeals form should then be held with programme documentation. The result of the appeal will be held on record.

If the candidate still disagrees with the outcome they may appeal, in writing, to the External Verifier. The External Verifier may consult with the Awarding Organisation's Chief Verifier, should the appeal require a decision of technical nature, or the External Verifier requires a second opinion.

External Examination re-marks

Any candidate wishing to have an examination paper re-marked should make a request to the Examination Coordinator and the Directors as soon as possible after the publication of the results. Candidates should not contact the examination board direct.

The regulations of the appropriate Awarding Organisation /Examination Board will be followed.

Candidates will be required to pay the appropriate fee, which may be refunded by the Awarding Organisation /Examination Board if improvement is made, subject to the regulations of the appropriate Awarding Organisation /Examination Board.

Candidates should understand that, where an enquiry into a mark is requested, their unit score and their overall grade may go down as well as up.

Appealing against an Assessment

Annex 1

Learner name:	Learner ID number:
Qualification and Level:	Awarding Organisation:
Assessor name:	IQA Name:
Reason for Appeal (Learner to complete)	
Learner: _____ Date: _____	
Action taken by the Assessor and details of decision reached:	
Assessor signature: _____ Date: _____	
Learner to indicate acceptance or rejection of the Assessor decision	
I accept the Assessor's decision Y / N	
I reject the Assessor's decision and wish to appeal to the IQA Y / N	
Signature: _____ Date: _____	

Action taken by the IQA and details of decision reached:

IQA signature:

Date:

Learner to indicate acceptance or rejection of the IQA's decision

I accept the IQA's decision Y / N

I reject the IQA's decision and wish to appeal to the IQA Panel Y / N

Signature:

Date:

Action taken by the IQA and details of decision reached:

Lead IQA signature:

Date:

Learner to indicate acceptance or rejection of the IQA's Panel decision

I accept the IQA's Panel's decision Y / N

I still disagree with the assessment decision and although I understand that the decision of the IQA Panel is final, I wish my disagreement to remain on record.

Y / N

Signature:

Date: