

# **RUTLAND ADULT LEARNING AND SKILLS SERVICE**

## **Examination and Assessment Appeals Procedure**

**It is a requirement for any Assessment/Examination Centre to set down a procedure to deal with appeals that may arise from judgements made by the Centre as to the competence of a learner working towards a qualification or sitting an examination.**

### **Assessment Appeals**

In circumstances which cannot be resolved, the learner should be aware that:

Where an assessment decision has been made for any part of a unit of competence, and the learner does not concur with that decision, then a formal letter of appeal should be sent to the RALSS Quality Assurer within 7 working days. It is important that the details of the RQF, units and any supporting evidence are submitted.

A panel made up of the Adult Skills Manager and two other members of staff who have not been involved in the internal assessment decision will meet to consider the evidence and report back to the Quality Assurer. The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body and the examinations code of practice of the JCQ.

Within 7 working days of receipt the Quality Assurer will advise the learner of the decision in writing, including any relevant correspondence with the awarding body and any changes made to the procedure relating to internal assessment. The outcome of the appeal will be made known to the Adult Learning Manager and will be logged as a complaint. A written record will be kept and made available to the awarding body on request. Should the appeal bring any significant irregularity to light, the awarding body will be informed.

Following the publication of results, a candidate has the right to request a re-mark. Requests for re-marks must be submitted in writing to the

Examinations Administrator within three weeks of the notification of the result from the examining body. Candidates should understand that the result of a re-mark may be downgrading of the work with a consequent impact on the overall grade.

The centre will examine the circumstances, including the predicted grade for the candidate and will often support an application sought by a candidate who wishes his/her work to be reassessed as long as the candidate pays the full cost of the re-mark in advance and the centre is satisfied that there are grounds for appeal. If the centre wishes to reassess the candidate's work, the cost of the re-mark will be paid by the centre once the candidate's agreement has been sought.

Where the learner still believes the result to be unsatisfactory, they can seek a further appeal to the RALSS Adult Learning Manager responsible for RQF Qualifications. This should be done within 10 working days of receipt of the result of a re-mark.

Some Awarding Bodies allow direct appeals to them through the External Verifier. Following this scrutiny the learner will be informed by the Manager as to the outcome.

## **Examination Appeals**

### **Definition/Purpose of Appeals Procedure**

The Centre's Appeals Procedure is intended to provide a formal means of reviewing candidates' examination results, and is applicable to all examinations set and run at the Centre. It is not a complaints procedure, but enables candidates to challenge a fail result on specific ground (see below). All appeals will be considered by the Centre in a fair and consistent way.

### **Acceptable Grounds for Appeal**

An appeal will only be deemed valid for consideration when based on procedural irregularity in the conduct, or determination of the result, of the examination.

It is important to note that appeals based on, or arriving from, the following will be deemed invalid and not upheld:

- Extenuating circumstances (such as ill health or personal issues) affecting performance
- Lack of candidate awareness of examination regulations and procedures

## **Lodging an Appeal**

The appeal must be submitted in writing within 20 working days of the publication of examination results. Appeals should be addressed to the Examinations Officer and must include the following:

- Date and name of the examination
- Grounds on which the appeal is made
- Supporting documentation to corroborate circumstances, if appropriate

Appeals will be acknowledged within ten working days. This correspondence will advise whether the appeal fulfils the criteria for convening an appeals panel and, if so, when that appeals panel will convene and when a final outcome can be expected.

## **Consideration of Appeal**

The appeals panel will be constituted independently and will comprise the Head of Centre, the Adult Skills Manager and the Exams Officer. The appeals panel will consider paper based submissions only and the appellant is not required to attend the centre in person.

The panel will review the appellant's submission and follow a set objective process which will check that no administrative, procedural, numerical, data transcription, or computing errors have occurred and that the exams process has been followed correctly.

The Centre will also consider an appeal if a candidate is appealing against the Centre's decision not to support a clerical re-check, a review of marking, access to scripts or a review of moderation.

## **Appeal Outcomes**

Following consideration of the appeal, the panel will reach its findings as detailed below, it is important to note that the identification of a procedural irregularity will not automatically result in a positive outcome for the appellant. Potential appeal outcomes are likely to be as follows:

1. The appeal is deemed invalid and is not upheld
2. The appeal is deemed valid, in that a minor procedural irregularity did occur, but that its impact is not sufficient to justify a change in the outcome.
3. The appeal is deemed valid in that a minor procedural irregularity did occur, but there is uncertainty as to its impact on the candidate's examination outcome. In this case, appropriate awarding body procedures will be followed.
4. The appeal is upheld in that a major procedural irregularity did occur affecting the candidate's result, in which case the Centre will refer to the Awarding Body for further investigation.

Appellants will be notified of the outcome of their appeal, with reasons, within ten working days of the panel's meeting. If an Awarding Body Investigation is taking place, this timescale could vary as it will depend on the Awarding Body's response time. The appellant will be kept informed as to the progress of the appeal.

A copy of this appeal will be made available to all candidates via the Centre's website and it will be updated annually. A hard copy will be available to all candidates upon request.



A Partnership for Rutland Adult Learning & Skills Service

# **RUTLAND ADULT LEARNING AND SKILLS SERVICE**

## **APPEALS PROCEDURE**

I, ....., confirm that I have seen/been given a copy of the appeals procedure as established by the Rutland Adult Learning Service accordance with examining body requirements.

This document has been discussed with me by .....

Signed (Learner) .....

Signed (Assessor/Tutor) .....

Date .....