



BTEC APPEALS POLICY 2018-19

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.

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.

APPEALS PROCEDURE STAGES:

- 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. THE QN SHOULD ALSO BE NOTIFIED.
 - 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.
 - 3) APPEAL HEARING:** SENIOR MANAGEMENT HEARS THE APPEAL: LAST STAGE BY THE CENTRE. IF UNRESOLVED, MOVE TO STAGE 4.
 - 4) EXTERNAL APPEAL:** THE GROUNDS FOR APPEAL AND ANY SUPPORTING DOCUMENTATION MUST BE SUBMITTED BY THE CENTRE TO PEARSON WITHIN 14 DAYS OF THE COMPLETION OF STAGE 4: 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.
 - MONITORING OF APPEALS: UNDERTAKEN BY SENIOR MANAGEMENT TO INFORM DEVELOPMENT AND QUALITY IMPROVEMENT.

THIS POLICY WILL BE REVIEWED EVERY 12 MONTHS BY THE QN AND HEAD OF EXAMS.