

Appeals Policy

Appleby Heritage Centre is committed to ensuring that whenever its staff assess students' work, this is done fairly, consistently and in accordance with the specification for the qualification concerned. Assessments are conducted by staff who have appropriate knowledge, understanding and skills, and who have been trained in this activity. The Centre is committed to ensuring that assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specifications for each subject. Where a set of work is divided between staff, internal moderation and standardisation will ensure consistency.

If a student feels that this may not have happened in relation to his/her work, s/he may make use of this appeals procedure.

Appeals against NVQ Assessment Decisions

1. In the first instance candidates should explain to their assessor/tutor the reasons for disagreeing with the decision.
2. If this does not resolve the problem, the Centre Manager should be contacted within 20 working days to explain the grounds for appeal.
3. The Centre Manager will discuss the complaint and will investigate the appeal to make sure a fair and objective decision is made, which may involve an independent Quality Assurance Co-ordinator.
4. If the Centre Manager feels that the original decision was correct, the candidate will be notified in person and the reasons explained. This will be followed up in writing.
5. If the Centre Manager feels that there is doubt, the decision may either be changed or the decision re-assessed by another assessor/tutor.
6. Appleby Training & Heritage Centre will ensure that the External Quality Assurance Co-ordinator for the relevant occupational area is kept informed at all stages of the appeal.
7. If the candidate is still dissatisfied after the Appeals Procedure has been followed, either with the outcome or with the way it was handled, it will be referred further to the External Quality Assurance Co-ordinator for the awarding body. This decision will be final.

Appeals against Internal Assessment Marks

1. Appeals should be made as early as possible and at least two weeks before the end of the last externally assessed paper in the relevant examination series. The candidate will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body and any changes made to their procedure relating to internal assessment if necessary.
2. Appeals should be made in writing by the candidate, or their parent/carer to the Examinations Officer who will investigate the appeal with at least two other members of staff who have not been involved in the internal assessment decision. If the Examinations Officer is not able to conduct the investigation for any reason, the Centre Manager will appoint another member of staff of similar or greater seniority to conduct the investigation.

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Next Review: August 2020

3. 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 Joint Council for Qualifications (JCQ).
4. The outcome of the appeal will be made known to the Centre Manager and will be logged accordingly. A written record will be kept and made available to the awarding body upon request. Should the appeal bring significant irregularity to light, the awarding body will be informed.

After work has been assessed internally, it is moderated by the awarding body to ensure consistency between centres. Such moderation may change the marks awarded for internally assessed work. That is outside the control of Appleby Heritage Centre and is not covered by this procedure. If you have concerns about it, please ask the Examinations Officer for a copy of the appeals procedure of the relevant awarding body.

Appeals against External Assessment Marks

Where a candidate is not satisfied with the mark awarded for a particular exam unit (e.g. written exam, coursework, practical assessment, etc.), a clerical check or re-mark by the awarding body may be requested via the Examinations Officer. The candidate will be required to acknowledge (in writing) that his/her grade can be confirmed, raised or lowered and will be responsible for paying the relevant fee prior to the clerical check or re-mark. The decision as to whether to support such an enquiry will be made by Appleby Heritage Centre on the basis of several factors, including knowledge of the examinations system and professional judgement.