



Learning without limits

# Vocational Studies Appeals Policy and Procedure 2023-2024

**Responsibility:** Head of Centre

**Reviewed by:** Chris Lacey

**Reviewed:** September 2023

**Next Review due:** September 2024



## **Vocational Appeals Policy and Procedure**

### **Aims of this policy**

- 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

### **Stage 1 Candidate**

You must speak with your assessor and if an agreement cannot be met you must submit your appeal in Writing. You must complete the Stage 1 Internal Appeal Request form and hand it in to your assessor.

Normally this will be discussed immediately after you receive the assessment decision or within 2 working days. If you are unhappy with the outcome the appeal will be escalated to Stage 2.

### **Stage 2 Candidate & Assessor**

The Assessor will consider your reasons and look again at your work. S/he must then give you an immediate response within 2 working days which must be:

- a) a clear explanation backed up with a written confirmation of the assessment decision and
- b) a new decision or confirmation of the original decision.

If you agree with the Assessor's response then the appeal stops at that point.

You must tell the Assessor if you are still unhappy with the decision whereupon your appeal will then be escalated to Stage 3.

### **Stage 3 Candidate, Assessor & Internal Verifier**

If you are still dissatisfied after Stage 2, the Assessor will give the Internal Verifier the following information:

- a) the original assessment record and the candidate's evidence where appropriate
- b) the written explanation and confirmation of the assessment decision



The Internal Verifier will reconsider the assessment decision taking into account the following:

- a) the candidate's reason for appeal
- b) the candidate's evidence and associated records
- c) the assessor's reason for the decision
- d) the opinion the Internal Verifier

The Internal Verifier will meet with you and your Assessor and give you the reconsidered decision in writing within 5 working days of receiving the appeal. If you are unhappy with the outcome the appeal will be escalated to Stage 4.

#### **Stage 4 Candidate, Internal Verifier and Quality Coordinator**

If you are still dissatisfied with the decision after stage 3 you have the right to appeal to the Quality Coordinator.

The Internal Verifier who acted at stage 3 will pass the following details to the Quality Co-ordinator within 24 hours of reaching stage 4:

- a) the written explanation and confirmation of the assessment decision
- b) the assessment record sheet(s)
- c) any written comments from the internal verifier

You will be asked if you wish to speak to the Quality Coordinator. You may be represented or accompanied by a parent/ guardian or you may take a written submission. The Assessor who made the original decision will have a meeting with the line manager to answer any questions.

The matter will be discussed in private at this level and the decision will be given to you in writing within 5 working days of the meeting. At the same time the decision will also be given to the Assessor, recorded and kept with all documents relating to the appeal.

These records will be retained and made available to Pearson (Edexcel), Open Awards or ASDAN the Examination Boards if necessary, for 18 months.

Pearson (Edexcel) Open Awards or ASDAN are not part of the appeals procedure; appeals are resolved internally within the centre.

If you believe your work has been unfairly or inaccurately assessed there is a set procedure that you must use.

**Stage 1:** Fill in the Internal Appeal Request Form and give it to your Assessor. Your form must state why you are appealing clearly.

Within 2 working days you must receive a response from your Assessor to this.

**Stage 2:** Meet with the Assessor to discuss the problem and try to negotiate a solution. Minutes of the meeting will be kept on student's file.



**Stage 3:** Meet with the Internal Verifier and your Assessor. Discuss the reason for appeal, and the minutes/outcome of the previous meeting. Reconsider the new outcome. Again minutes of the meeting will be kept on the student's file.

**Stage 4:** If the problem is still not resolved you are entitled to meet with the appeals panel (You and/or your representative, the internal verifiers and Quality Coordinator). This will be a formally recorded meeting with minutes available

**Stage 5:**

**For ASDAN Qualifications –**

**If you feel that your appeal has not been resolved, you are entitled to contact ASDAN**

If candidates wish to appeal against internal assessment decisions they must proceed in line with the centre's own policy. Candidates will be expected to provide evidence of appealing to their own centre. Only if they are not satisfied by the outcome of an internal appeal should a candidate approach ASDAN. The first point of contact is the Compliance Manager. Any such appeal must be made before any external moderation is completed. Any charges will be subject to the nature of the investigation but will be notified if a cost to the centre/candidate is to be incurred.

Once received by ASDAN details are recorded on a proforma and a written acknowledgement sent within five working days. Candidate appeals are logged for monitoring and held in a designated file.

Applications to appeal against the result of an enquiry about results or other decision affecting centres are discussed with the Review Panel which will include an independent member who is not an employee or assessor working for or otherwise connected to ASDAN, ASDAN's Head of Qualifications and Quality and Compliance Manager. The panel will investigate the appeal and centres and/or other relevant persons will be informed in writing of the action or decision (recorded on pro forma) within four weeks of the receipt of the application.

Applications are raised as part of a standing item at a Quality Assurance Managers' Meeting, logged for monitoring and held in a designated file.

If the decision is not straightforward and cannot be made without further consultation, advice will be sought from other bodies, e.g. Federation of Awarding Bodies, Ofqual and/or other regulatory bodies. In the event of continued consultation, acknowledgement is sent to relevant parties. Centres are informed of final decisions in writing as soon as possible.

(Taken from ASDAN – enquiries and appeals policy procedure)

This policy must be read in conjunction with

- a. Vocational Policy
- b. Teaching and Learning Policy