

Warwickshire Adult and Community Learning Service

Internal Appeals Procedure

Grounds for Appeal

Warwickshire Adult and Community Learning aims to ensure that all assessment decisions are valid, fair and consistent. However there may be occasions when a learner wishes to appeal against a decision that has been made.

Learners may appeal against examination results, assessment decisions or assessment conditions imposed by the course team or external awarding bodies.

A written statement of appeal must be received by the Examinations Officer (in the case of examination results or Controlled Assessment issues) or the Team Leader – Curriculum and Quality within 10 working days of the original decision for internally marked assessments or within the awarding body's deadline for externally marked examinations. The Examinations Officer will provide the dates of the awarding body's deadline with the learner's results. Normally appeals submitted outside these timescales will be deemed invalid.

An appeal may be made on the following grounds:

- Dissatisfaction with the outcome of an assessment and/or the final grade
- Procedural irregularity. Review and feedback procedures were not followed. Access to assessment has hindered the learner's ability to complete the qualification at an acceptable pace
- Administrative irregularity. Incorrect advice being given by a member of the course team that affects the assessment.
- Resource irregularity. Where resources or facilities at the assessment site have hindered the learner's achievement.
- Evidence of:
 - o Unfair treatment by a member of the Course Team
 - o Discrimination by a member of the Course Team because of the learner's race, gender or religion
 - o Lack of recognition of the learner's special assessment requirements

These are the only grounds for appeal.

Procedure

1. All appeals must be made in writing to the Examinations Officer or Team Lead – Quality and Curriculum who will acknowledge receipt of the appeal within 10 working days.
2. The Team Lead – Quality and Curriculum will reassess the disputed work with the tutor.
3. In the case of results issued by External Awarding Bodies (FS/ Controlled Assessments) the Examinations Officer will arrange an enquiry directly with the Awarding Body concerned, upon receipt of the relevant fee (where appropriate).
4. The reassessment results will be sent to the learner.
5. If the learner is unhappy with the outcome of the reassessment, a meeting will be arranged with the Team Lead – Quality and Curriculum and the learner.

Internal Appeals Procedure v1	14/11/2023	To be reviewed: October 2024
Reviewed by	Chris Osborne	1

6. In the case of results issued by External Awarding Bodies the results of an enquiry are final and Awarding Organisations reserve the right to amend results downwards as well as up.

7. If the learner is still not satisfied with the decision of the Team Lead – Quality and Curriculum, the appeal will move to the next level – the Delivery Lead, who will reassess the work and who is the final arbiter

- o A written record of all appeals will be held in the Examinations Office. This will include a record of the outcome, including the reasons for that outcome. A copy will be sent to you.

- o All appeals will include (where relevant) a review of the procedure used at Warwickshire Adult and Community Learning to award marks for internal assessments to ensure that this complies with the requirements of the Awarding Body, and published Codes of Practice.

- o Your written request for an appeal should be made as soon as possible

- o Warwickshire Adult and Community Learning will inform the Awarding Body (via the Examinations Officer) of the outcome of any appeal which has implications on the conduct of examinations or the issue of results at Warwickshire Adult and Community Learning Centre and full details of any appeal will be made available to the Awarding Body on request.

Enquiries about Examination Results.

Enquiries about results may be requested by teaching staff or candidates if there are reasonable grounds for believing there may have been an error in marking by the Awarding Body. The timescales for this and fees are set out by the Awarding Bodies and are available from the Examinations Officer on request for any particular series/organisation.

If the candidate wishes to go ahead with an appeal/enquiry, the candidate may proceed by giving written consent to the Examinations Officer, but in this case, they will be charged for the cost of the appeal/enquiry (See point 3 of procedure above) and the appeal/enquiry will only proceed upon receipt of this fee.

Internal Appeals Procedure v1	14/11/2023	To be reviewed: October 2024
Reviewed by	Chris Osborne	2