



BTEC LEARNERS' APPEALS POLICY 2019-20

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 the learners and the integrity of the qualification.

In order to do this, the centre will:

Inform the learner at the 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. 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.

Learners can only appeal on the following grounds:

If they feel grading criteria has been met. If they feel they have not been supported during assessment of the unit. If they feel that the teacher is unwilling to accept alternative evidence as meeting criteria.

Appeals Procedure:

The Quality Nominee and Exams Officer are responsible for the management of internal appeals. Appeals documentation must be kept for 3 years.

Stage 1: Informal discussion between learner and assessor. If a resolution is found, written record of the discussion will form part of best practice. If a resolution is not found, the written record will be passed to the Head of Faculty.

Stage 2: Formal review when Head of Faculty and IV review the assessment decision. Students will be allowed representation by a parent/carer if requested. A written response outlining the outcome and reason for the outcome will be given to the learner within 5 working days.

Stage 3: Appeal hearing. The learner must apply to the Head of Centre within 10 working days of the initiation of Stage 2 formal review. An appeal panel appointed by Head of Centre and consisting of at least 3 people (at least one of whom should not

have been involved in the assessment decision) will meet and review the evidence. A written response will be given to the learner within 3 working days of the hearing.

Stage 4: External appeal. The grounds for the appeal plus supporting documentation must be submitted to Pearson (vocationalqualitystandards@pearson.com) within 14 calendar days of the completion of Stage 3. A fee is levied unless the appeal is upheld. Pearson will acknowledge the enquiry application within 3 days and respond within 30 days.

This policy should be read in conjunction with the whole school Exam Policy.

The policy will be reviewed annually in October. Date of next review October 2020.