

Version Control			
Version	Date	Editor	Comments
V1	June 2019	Katie Fowler	RoATP refresh (Version control not used before this)
V2	November 2020	Katie Fowler	Annual review
V3	February 2022	Chris Brown	Delayed annual review (Ofsted)

Summary of Changes	
Page number	Change
No key changes of note	
All	Page numbers
5	Inclusion of Pearson and City and Guilds appeals with industry standards (JCQ)

PURPOSE

The purpose of this policy is to:

- Give learners full opportunity to raise matters of concern without fear of disadvantage.
- Ensure that its procedures are fair, and decisions are appropriate and have regard to any applicable law.
- Ensure that learner appeals are dealt with in a timely manner, using simple and transparent procedures.
- Ensure where an appeal is upheld, appropriate remedial action is implemented.

SCOPE

This policy applies to all learners of the Apprentice and Training Partnership [The ATP].

POLICY AUTHORITY

The Appeals Policy has been implemented by the Board of Directors. Responsibility for the implementation of the policy lies with the Head of Quality.

This policy will be reviewed by Board of Directors annually.

RELATED POLICIES

This policy should be read in conjunction with:

- Learner Handbook
- Complaints, Comments and Compliments Policy

IMPLEMENTATION

There are two parts to this procedure.

1. Internal assessment
2. External assessment/examination

1. Internal assessment

The following sets out the appeals procedure for The Apprentice and Training Partnership ("The ATP"). This procedure sets out the process for raising appeals against an assessment decision that has been made by ATP trainers/assessors for any NVQ/BTEC or internal assessed qualifications. Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the regulations of the programme of learning then they may appeal against the assessment decision using the procedure set out below.

Appeals Procedure

Stage 1 ("on-the-spot" solutions)

- If you are still completing your course you must first contact your trainer or mentor (who made the assessment decision) who will ensure that your concerns are dealt with fairly and quickly.
- If you have already completed your qualification and are unhappy with any aspect of The ATP service or have a complaint, please follow the complaints procedure. A copy of this can be found on The ATP website.
- You should raise your concerns within 7 days of the assessment decision in question. Your trainer will fully investigate your concerns and address them accordingly.
- If your appeal would be inappropriate to discuss with the mentor or trainer you may begin with Stage 2.

Stage 2

- Contact your IQA with your assessment appeal, **in writing**.
- This can be done via email or, preferably, via OneFile.
- Your IQA will investigate the assessment and your appeal and come back to you within 7 days of raising the appeal with a decision.

Stage 3

- If you are not satisfied with the outcome of Stage 2 you will need to raise your concern with the Lead IQA by sending a message on OneFile or by emailing iqa@theatp.co.uk.
- You are likely at this stage to be requested to substantiate your assessment appeal with written factual evidence and/or signed statements from witnesses. This will assist in reaching a speedy conclusion to the assessment appeal.
- The administrative department will monitor the progress of the appeal until the issue has been resolved. A response to your appeal will be sent to you within 28 days.
- The investigator will also review any systems, and assessment processes relevant at the appeal, to identify and recommend changes that would prevent a recurrence of similar appeals (preventative action). These recommendations will be included in the company Quality Improvement Plan (Quip) and actions implemented accordingly.

Stage 4 – Appeals

- The learner may appeal against a decision if they regard the assessment appeal as still unresolved.
- The complainant should appeal in writing to the awarding body, following the awarding body appeal procedures. You can request a copy of your awarding body and their policy by emailing iga@theatp.co.uk.

If the learner is unsatisfied with the ATP's decision or handling of an appeal:

- They can write to the North West Education & Skills Funding Agency
- They can write to Ofqual
- They can follow the ATP Complaints procedure located on the ATP website or request via email iga@theatp.co.uk

If a learner is still unsatisfied with the final decision made by the awarding body, they can escalate their complaint or make an appeal to Ofqual, the qualifications regulator whose decision is final.

These processes should only be followed all stages of The ATP appeals processes has been exhausted.

If you require an electronic copy of the complaint/appeals form, or require the document in alternative formats such as braille/large print, please email iga@theatp.co.uk. Alternatively, please complete your hard copy and post to the following address:

Assessment appeal analysis reports are prepared regularly to review trends by cause, site, ethnicity, and disability. These reports are submitted to the Board.

The Apprentice & Training Partnership
 Customer Services
 Universal Square
 Devonshire Street North
 Manchester
 M12 6JH

2. External Assessment

This must be read in conjunction with the policies from the Awarding Body accrediting the assessment/examination. *These can be found on the Resources section on OneFile.*

Under what circumstances can you appeal?

- If you believe that the awarding body did not apply procedures properly, fairly, or consistently in relation to the assessment decision
- If you disagree with the awarding body decision on the allocation of reasonable adjustments or special consideration
- If you disagree with the action taken against them following an investigation into malpractice.
- If you believe there were errors with the question paper that impacted the result.

Please note you will not be able to appeal if the only grounds are that you are unhappy or disappointed with the result.

You will need to discuss the reasons for the appeal with your trainer who will be able to support with the grounds for appeal.

If you are requesting for your mark to be reviewed due to sickness or other extenuating circumstances that took place at the time of the examination, we will consult the awarding body's policies for, reasonable adjustments and special considerations.

You can request a re-mark on failed written exams or where a distinction grade was narrowly missed. Remark requests will not be accepted for any multiple-choice examinations as these are marked electronically.

If you would like The ATP to act on your behalf, please provide written permission for us to do so.

Please note, there may be fees that the awarding body applies to assessment/ examination appeals. Please ask your trainer for more information, or you will be able to find the information in the resources section on OneFile in the awarding body policies and procedures.

For BCS assessments/examinations:

You must submit notice of an appeal within 20 working days of the assessment/examination result being released. Any appeals received after this date will be reviewed on a case by case basis and may be allowed to proceed if there are extenuating circumstances as to why the appeal was not submitted within the required timeframe. Your trainer at The Apprentice & Training Partnership will be able to support you on how to complete this. The BCS Learner Appeals procedures are stored on OneFile in the resources section for your reference.



BCS Learner

Appeals Form.pdf



BCS

learner-appeals-policy

For all BCS appeals you will need to fill in the learner appeals form attached. Please see the BCS Learner Appeals Policy above for information on the appeals form.

All appeals must be submitted in writing to **customerservices@bcs.uk** within 20 days of the examination result date.

How long will it take?

BCS will acknowledge receipt of the appeal within 2 working days. Once the appeal fee has been received, details will be directed to the relevant team for an investigation to take place.

BCS will acknowledge receipt of the appeal within 2 working days, letting you know who will be investigating the appeal. The appeal will be investigated by someone who has no personal interest or involvement in the matter of the appeal.

BCS will aim to provide you directly with the outcome of the appeal within 20 working days. Please note that in some cases the review processes may take longer, for example, if a training provider visit is required. If this is the case, BCS will contact you to let you know and provide the likely revised timescales.

Decision

The outcomes of any appeal against a decision may be either to uphold the appeal or to reject it. If BCS do not believe there is a valid case for the appeal you will be given the reasons for the decision. BCS will inform you of the decision in writing.

Independent Review

If you do not agree with the decision, then you have the right to a final independent review, this must be made within 15 working days of the decision.

This will be carried out by someone who is not a BCS employee. The independent reviewer will also be someone with the relevant competence to decide in relation to the appeal.

The Independent Reviewer may involve a further discussion with relevant parties involved in the appeal. The Independent Reviewer's decision is final in relation to how BCS will consider such appeals and we will let you know the outcome of the review within 20 working days of receipt of the independent review request.

If you are still unhappy with the outcome, then you are entitled to raise this directly with the relevant regulator (this applies to regulated qualifications only)

Pearson and City and Guilds assessments / Examinations:

Procedural and administrative checks may take place before or after results have been issued when they are prompted by a centre's own quality assurance processes. For example, a centre may conduct quality assurance checks should a student query the information shared in paragraph 3.3 and retain these records for use after results have been issued. The evidence for the review described in paragraphs 5.18 and 5.19 must be available at any point from when grades are submitted. If a centre has completed checks in advance, it does not need to repeat the checks after results day as long as the issue raised by the student has been addressed by the checks carried out previously and the records are available and provided to the awarding organisation in the event of an appeal to the awarding organisation.

In cases where a student raises an issue that hasn't been considered in checks that were conducted in advance of results day, then this new issue will need to be considered for the centre review to be completed.

Who can request a review and when?

Any student, including a Private Candidate, may submit a request for a centre review on the grounds that the centre has:

- failed to follow its procedures properly or consistently in arriving at that result or
- made an administrative error in relation to the result.

Requests for appeals on the grounds of academic judgement (unreasonableness) will only be considered by awarding organisations (at Stage Two) and not by centres. In these cases, an initial centre review must still be completed to ensure that the centre has not made any procedural or administrative errors. The centre should not review its academic judgements during the centre review stage.

To decide whether to request a review, students will need access to certain information before results day, or on results day, if it has not already been made available to them. This must include:

- a. the centre policy
- b. the sources of evidence used to determine the student's grade, along with the marks/grades associated with them
- c. details of any variations in evidence used based on disruption to what that student was taught
- d. details of any special circumstances that have been considered in determining their grade, e.g. access arrangements/reasonable adjustments or mitigating circumstances such as illness.

A centre review must be completed and an outcome reported to the student before an appeal can be submitted to the awarding organisation (see section 9 for key dates). Any appeals submitted where this has not happened, will be rejected by the awarding organisation and a new application will need to be submitted once the centre review has been completed.

Stage 2

Who can request an appeal and when?

Any student, including a Private Candidate, who considers that there has been a procedural error, an administrative error or that their grade reflects an unreasonable exercise of academic judgement (either because of the way that the grade has been determined and/or the selection of the evidence), may submit a request for an awarding organisation appeal after they have received the outcome of their centre review and after the publication of results.

An appeal can only be made against a result issued. Any student who believes that the centre's decision to withdraw an entry due to insufficient evidence on which to determine a Teacher Assessed Grade, or not to make an entry in the first place, must raise such concerns through the centre's complaints process. Any continuing concerns following completion of the centre's complaints process may subsequently be raised through the awarding organisation's complaints process.

For appeals on multiple grounds, it is possible that one ground (e.g. a procedural error) could identify an error that impacts the reported Teacher Assessed Grade. The result of this could then be overridden by a second ground of appeal (e.g. the unreasonableness of the Teacher Assessed Grade). An appeal outcome will therefore only be reported when all submitted grounds have been evaluated. It is also possible that the awarding organisation could identify that the grade awarded was not correct on grounds other than the grounds upon which the appeal was submitted. Where this is the case, the awarding organisation will take the appropriate action to correct the grade.

How long will it take?

Awarding organisations will aim to complete appeals as soon as possible and particular efforts will be made for those appeals that have been identified as priority appeals for students applying to higher education who did not attain their firm choice (i.e. the offer they accepted as their first choice) and wish to appeal an A level or other Level 3 qualification result.

The awarding organisations will aim to complete Stage Two of the appeals process (the awarding organisation appeals stage) within 42 calendar days of the receipt of the application. Due to the nature of appeals this year, awarding organisations may require additional input from centres, and it may not always be possible to meet this target. The timescales for Stage One of the appeals process (the centre review) are suggested timescales to enable centres to submit appeals to the awarding organisation within the deadlines set out in section 9. Centres may set their own deadlines for centre reviews. Priority appeals that aren't submitted to the awarding organisation by 23 August 2021 will still be treated as a priority and awarding organisations will endeavour to process them as promptly as possible. There is, however, a risk they may not be completed in time for those with a higher education place dependent on the outcome of the appeal.



JCQ-Appeals-Booklet Application-for-an-ap
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