



Appeals and Complaints Policy

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 and the Office of the Independent Adjudicator (BTEC Level 4-Level 7), where appropriate
- ✓ To protect the interests of all learners and the integrity of the qualification.

In order to do this Perryfields High School will ensure that:

- ⇒ Inform the learner at a formal induction event (held at the beginning of the Autumn term), of the Appeals Policy and procedure
- ⇒ The Appeals Policy and procedure is documented in a central place that students, parents/guardians and staff have access to (currently available on the website, in T Drive-BTEC/Tech for staff and in student handbooks)
- ⇒ 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; these will be stored securely in the BTEC/ Technical Qualifications Coordinator office
- ⇒ Have a staged appeals procedure; information regarding this will be available in all student handbooks for clarity as well as the staff Quality Assurance manual
- ⇒ 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.



Perryfields High School INTERNAL APPEAL PROCEDURES – GUIDANCE

- Must be written
- Students must be informed about the appeals procedure and have access to a copy of the written procedure
- A member of the Senior Management Team should be responsible for the management of internal appeals and their outcome
- Appeals should be considered by at least 3 people (at least one of whom should not have been involved with the assessment decision)
- It is recommended that there is a clear timescale in terms of the student getting a response to the appeal
- Students should be allowed representation by a parent/guardian/friend if requested
- Written records of all appeals must be kept by the centre including the outcome of the appeal and reasons for the outcome
- A copy of the appeals record must be given to the student
- Edexcel must be informed by the centre if any outcome of an appeal has implications for the conduct of assessments of the of the issue of the results at the centre
- Full details of any appeal must be made available to Edexcel on request

APPEALS BY CANDIDATES

Perryfields High School should provide fair assessments. If you think an assessment is unfair you can appeal. We have a special appeals procedure which includes:

- A formal system of recording appeals
- Prompt responses within clearly stated times
- Stages that give all parties the opportunity to put their case
- Clear outcomes at each stage
- Constructive feedback to you, the candidate

The Appeals Procedure has four stages

Stage 1 Assessor and Candidate

If you disagree with an assessment you must discuss your reasons with the assessor concerned as soon as possible. Normally this will be immediately after you receive the assessment decision. If this is not convenient, you should arrange an appointment with the assessor.



The assessor will consider your reasons and look again at what you did for your assessment. He or she must then give you an immediate response, which must be;

- a) a clear explanation backed up in writing 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, and your appeal will go to Stage 2.

Stage 2 Internal Verifier

If you are still dissatisfied after Stage 1, the assessor will give the Internal Verifier the following information within 24 hours of the appeal reaching Stage 2:

- a) the original assessment record and 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 of another assessor from the centre

The Internal Verifier will then give you the reconsidered decision in writing within 5 working days of receiving the appeal.

You must tell the Internal Verifier if you are still unhappy with the reconsidered assessment decision.

The appeal will then go to Stage 3

Stage 3 Senior Management

If you are still dissatisfied with the decision after Stage 2 you have the right to appeal to Claire Willacy (examinations officer)

The Internal Verifier who acted at Stage 2 will pass the following details to Claire Willacy (examinations officer) within 24 hours of reaching Stage 3:

- a) the written explanation and confirmation of the assessment decision
- b) assessment comments of the Internal Verifier
- c) any written comments of the Internal Verifier

You will be asked if you wish to speak to the Senior Manager, or you may be represented by a parent, guardian or friend or make a written submission. The assessor who made the original decision will be asked to meet the Senior Manager to answer any questions.

The matter will be discussed in private at Senior Management 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 should be retained and made available to Edexcel if necessary.

Stage 4 Awarding Body

If all other stages have been exhausted and you remain dissatisfied you have the right to appeal to the Awarding Body Pearson Edexcel. Further details regarding this process will be provided to you during Stage 3 feedback and also available through Pearson Edexcel Online.

The decision made at Stage 4 is FINAL.



BTEC Assessment Appeal Form

Student:	Tutor:
Unit number and Title:	
This form must be returned to the tutor within 5 days of the work being marked.	
Student Appeal Reasons:	
Student signature:	Date:
Tutor comment:	
Tutor signature:	Date:
Internal verifier comment:	
Internal verifier signature:	Date:
Student feedback:	
Decision accepted: Yes/No	
Student signature:	Date:

