

## **Buckinghamshire Adult Learning: Appeals Policy**

### **Grounds for Appeal**

Buckinghamshire Adult 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. A written statement of appeal must be received by the Examinations Office (in the case of examination results or Controlled Assessment issues) or Course Coordinator within 10 working days of the original decision. Normally appeals submitted outside this timescale will be deemed invalid.

An appeal may be made on the following grounds:

- 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
  - Unfair treatment by a member of the Course Team
  - Discrimination by a member of the Course Team because of the learner's race, gender or religion
  - 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 appropriate Examinations Office which will acknowledge receipt of the appeal within 10 working days.
2. The Course Coordinator/ IQA will reassess the disputed work with the tutor.
3. In the case of results issued by External Awarding Bodies (GCSE/GCE & Controlled Assessment) the Examinations Office 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 those concerned.
6. In the case of results issued by External Awarding Bodies the results of an enquiry are final and Awarding Bodies reserve the right to amend results downwards as well as up.
7. If the learner is not satisfied with the decision, the appeal will move to the next level – the Programme Manager for the course, who will reassess the work.
8. If the learner is not satisfied with the decisions made by the Programme Manager, the appeal will be heard by the Curriculum Manager who is the final arbiter.

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 the learner.

All appeals will include (where relevant) a review of the procedure used at Buckinghamshire Adult Learning to award marks for internal assessments to ensure that this complies with the requirements of the Awarding Body and published Codes of Practice. All appeals will be disclosed and discussed at the next relevant EQA meeting to demonstrate compliance to Awarding Bodies regulations.

Buckinghamshire Adult Learning will inform the Awarding Body (via the Examinations Office) of the outcome of any appeal which has implications for the conduct of examinations or the issue of results at Buckinghamshire Adult Learning Centres and full details of any appeal will be made available to the Awarding Body on request.