



Appeals Policy (BTEC) Date: September 2015

(See also Chesterton's Examinations Appeals Procedure inside the Controlled Assessment Guide)

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 all learners and the integrity of the qualification.

In order to do this, **Chesterton Community College** will:

- inform the learner, at 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.

BTEC Appeals Process

Purpose/Scope

- To ensure that there are clear procedures for learners to enable them to enquire, question or appeal against an assessment decision.
- That any appeal is recorded and documentation is retained for 18 months following the resolution of the appeal.
- That the Head of Centre facilitates the learner's ultimate right of appeal to Pearson, once the centre's appeal procedure is exhausted.

Stage 1 – INFORMAL: learner consults with assessor within a period of 2 weeks following the assessment decision, to discuss an assessment decision. If unresolved, then the issues are documented before moving to stage 2.

Stage 2 – REVIEW: review of assessment decisions by the Internal Verifier. Learner notified of findings and agrees or disagrees, in writing, with outcome within a period of 1 week. If unresolved, move to stage 3.

Stage 3 – APPEAL HEARING: Quality Nominee will hear the appeal within a period of 2 weeks: last stage by the centre. If unresolved, move to stage 4

Stage 4 – EXTERNAL APPEAL: the grounds for appeal and any supporting documentation must be submitted by the centre to Pearson within 14 days of the completion of Stage 3: a fee is levied.

- Recording appeals: each stage should be recorded, dated and show either agreement or disagreement with decisions. Documents must be kept for a minimum of 18 months.
- Monitoring of appeals: undertaken by senior management to inform development and quality improvement.

This policy will be reviewed every 12 months at the start of BTEC courses.