



Assessment and Appeals Policy

2018-19

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Assessment and Appeals Policy

Alacrity Group: for the purposes of clarity the term “Group” will mean Alacrity Capital Holdings Limited and any of its subsidiary companies which includes, but not limited to, Consultvia Limited, Interlearn Limited, Covestia Limited, Genexia Limited and Estvestia Limited.

1.0 Purpose:

We are committed to providing learners with an assessment process that is fair and addresses the principles of authenticity, consistency, transparency, validity, reliability, currency and sufficiency.

2.0 Aim:

The aim of this policy is to ensure that both staff and learners understand the rationale for the assessment and appeals policy are consistently adhering to the requirements.

3.0 Initiating an appeal

An appeal against an assessment decision is taken seriously by the Company. In order to attempt an informal resolution to an appeal, learners should (in the first instance), speak to the person who assessed their work in order that they can explain their judgement.

If the learner is unwilling or unable to speak to this person, they should submit their appeal in writing then pass it to the Head of Operations. The assessed work, the assessment brief and the assessment decision should be attached to their statement.

4.0 Assessment Appeals Procedure

We operate a rigorous and transparent appeals process which can be classified into three procedures within this policy document: -

- Appeals against internal assessment i.e. Grading of assessed work, achievement or competence, referral or progression or accreditation of prior learning.
- Appeals against external assessment i.e. Where papers are assessed by the Examination Board or the End Point Assessment centre.
- An appeal by the complainant where he/she is dissatisfied with the way in which their appeal has been dealt with.

5.0 Appeals against internal assessment

A learner is entitled to appeal against an assessment decision if they feel that the work has not been assessed/marked correctly. Assessors take every care to ensure that assessments are conducted in a fair manner and accurately to reflect the learning outcomes or performance criteria. However, if a candidate is unsure or unhappy about the assessment given, and they are not able to resolve the assessment dispute informally with the assessor, they should request a candidate appeal form.

All appeals must be lodged within 10 working days (2 weeks) of the notification of the assessment decision. Wherever an assessment appeal is lodged, the Group Director of Operations will also be notified as he has oversight of the process.

6.0 Internal Appeals Procedure

6.1 Stage One: Informal

Where possible, the disagreement should be settled informally. The learner should (wherever possible), discuss the assessment decision with the assessor who assessed the work. This assessor should explain the decision made or the marks awarded and consider the learner's objections.

If however, the matter cannot be resolved informally then all appeals must be submitted in writing to the assessor who assessed the evidence within **5 working days** of the assessment decision.

A written reply, giving a clear explanation of the decision, must be given by the assessor within **10 working days**. If the candidate is still not satisfied, then stage two of the process will be implemented.

6.2 Stage Two: Written appeal

In the event that a mutually agreeable decision is not reached or the learner is unable or unwilling to talk to the assessor, the learner should submit a written appeal to the Head of Operations.

The Head of Operations will instruct one of their Operations Managers to investigate and hold a meeting with the IQA for the programme and the assessor who marked the work.

The work will be reassessed against the grading criteria by the IQA who must not have been involved in the original assessment decision. The IQA should provide written feedback within 5 working days (1 week) after receiving the appeal.

If the candidate is still not satisfied, then stage three of the process will be implemented.

6.3 Stage Three

If no resolution has been reached at Stage 2, the Head of Operations will convene a formal Assessment Appeals Panel consisting of: -

- The Head of Operations
- The Lead IQA and or the sector IQA
- Another suitable member of training and assessment team staff in the subject area (but not the assessor or IQA who have previously marked the work).

The panel may seek advice from the Head of Quality and call for the work to be re-marked by an independent third party if required. A written decision of the outcome should be given within 15 working days of the process.

6.4 Stage 4

Where no resolution is achieved, learners can request that the work to be re-marked by the Awarding Organisation, which may be subject to a fee which is payable before they re-assess the work.

6.5 Stage 5

Where a learner is not satisfied, they can further appeal to the appeals tribunal of the given Awarding Organisation.

6.6 Stage 6

The final appeals route is via the Office of Qualification and Examinations Regulator (Ofqual), at www.ofqual.gov.uk. They will consider the case and their decision will be final.

7.0 Appeals against external assessment/End Point Assessment decisions

Learners who wish to appeal against the results awarded by the Examination Board or an End Point Assessment centre should make an application to the Exams Office within 7 days of publication of their results.

The Company will make an appeal on the learner's behalf to the Examinations Board.

The Examinations Board charges a fee for re-marking papers which the learner will be liable for.

Learners who wish to appeal against the results of the End Point Assessment centre must make an application directly to the End Point Assessment within 7 working days.

8.0 Monitoring and Review

The Appeals Procedure is monitored by the Head of Quality and will be reviewed annually.