

# Newman Catholic College



## Vocational Awards Appeals and Complaints Policy 2020-2021

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## **Vocational Awards Appeals and Complaints Policy**

### **Aims of this policy**

To enable the learner to enquire, complain 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

## **Newman Catholic College Appeals Policy**

We ensure that:

- Internal assessments are conducted by Newman Catholic College teaching staff who have appropriate knowledge, understanding and skills in this area.
- Assessment evidence provided by candidates is produced and authenticated according to the requirements of the Awarding Body for the subject concerned.
- The consistency of internal assessment will be maintained by internal verification and standardisation.
- All student work being assessed by teaching staff for external qualifications is carried out fairly, consistently and in accordance with the rules and regulations of the specification relating to the qualification.

## **Appeals Procedure for Vocational Awards**

1. Initially the Learner (student raising the appeal or complaint) should talk to their Assessor (teacher) to arrive at an understanding of how the mark was awarded. The Assessor, after considering the Learner's explanation and discussion with the Lead Internal Verifier, will provide a clear explanation of how the decision was taken. The Assessor will establish whether the Learner wishes to appeal.
2. The Lead Internal Verifier will manage all appeals. Should the appeal be against the Lead Internal Verifier a Lead Internal Verifier from another programme will be brought into review the original decision.

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3. Appeal should be made in writing stating the details of the complaint and the reasons for the appeal within 7 working days of receiving the feedback and grade of work in question.
4. The Assessor who made the assessment decision will receive a copy of the appeal and will respond in writing to this to the Lead Internal Verifier within 5 working days.
5. The Lead Internal Verifier will make a decision on the grading and give written feedback to the Learner and the teacher involved within a further 3 working days.
6. The Learner raising the appeal will have an opportunity to a personal hearing if they are not happy with written response received. The Learner will be given reasonable notice of the hearing date and should have sight of all relevant documents to the case in advance of the hearing. Where the Learner is presenting their own case they are allowed to bring along a carer/friend. The Assessor(s) and Learner will have the opportunity to hear each other's submission to the panel at the hearing.
7. The panel will comprise of a Lead Internal Verifier from another subject area, the Quality Nominee/ Quality Representative and the Exams Officer.
8. A written record of the appeal and hearing will be taken including the outcome of an appeal and reason for that outcome. This will be kept at on file for 18 months and the Learner will also receive a hard copy.
9. The school will inform the awarding body if there is any change to an internally assessed grade as a result of an appeal.
10. Should Learners wish to appeal against the assessment decisions for externally assessed units they should make an appeal in writing directly to Pearson or RSL for consideration.

*This policy will be reviewed every 12 months by the Senior Leadership Team.*