

Assessment Enquiries & Appeal Policy

1. Aims and scope

This policy aims to set out the process and procedures for:

- Enquiries and appeals in relation to external assessment results;
- Appeals about decisions regarding reasonable adjustments and special consideration;
- Appeals about other decisions affecting centres and learners.

2. Appeals against external assessment

Centres can enquire about the external assessment results for individual candidates and/or groups in order to determine whether, in the light of the evidence presented, an appeal may be indicated. The Education Programme Manager should contact the awarding body within 20 working days of the publication of the external assessment results.

An individual must contact their tutor if they wish to lodge an appeal, all enquiries for the awarding body must be received from the centre, not from individual candidates. There is currently no charge for this service.

Please read these notes carefully before instituting the appeals procedure.

- Appeals can be accepted in relation to any external assessment within a total of 30 working days from the date of publication of the original results.
- An appeal should only be lodged when the candidate is already proficient in internal assessment (or is predicted to be proficient).
- An appeal should be lodged in writing by the approved centre, not by the candidate. If this is not possible, the candidate should contact the awarding body for advice on how to lodge a request for an appeal directly.
- Once started, the appeals procedure must be completed before a candidate can register to re-sit.

In considering appeals against external assessment decisions, Rotunda College will follow the published appeals procedure specific to the awarding body. In addition, Rotunda College will check whether it has (a) used procedures that were consistent with the regulatory criteria; and (b) applied the procedures properly and fairly in arriving at judgements. This process is quality assured by the Education Programme Manager.

In the event of an assessment decision being overturned during the appeals process Rotunda College will ensure that any other candidates likely to be affected by the accuracy of the original decision are re-moderated and the outcome published to the centre concerned.

Where a failure in the assessment process has occurred Rotunda College will take all reasonable steps to:

- Identify any other candidate who has been affected by the failure;
- Correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure and put processes in place to ensure that it does not recur in the future; and
- Where there is a possibility of an 'Adverse Effect' Rotunda College will notify Ofqual.

3. Group Appeals (External Assessment)

Appeals will be accepted on behalf of whole candidate groups if, following the enquiry process, the centre has reason to question the validity of the overall assessment of the group.

Any group re-assessment will apply to all members of the group, including any candidates already assessed as proficient.

A group appeal must be lodged in writing by the centre within the time frame set out in paragraph 2.

4. Enquiries and appeals against other Rotunda College decisions

Occasionally a centre may wish to enquire or appeal against other Rotunda College decisions affecting the centre or candidates, for example a decision regarding Special Considerations or Reasonable Adjustments, or de-registration of a centre. In such cases Rotunda College will accept an appeal in writing and will respond according to the time frame and procedures set out for external assessment appeals elsewhere in this policy.

In the event of an unresolved appeal, where appropriate, Rotunda College will appoint a suitable independent consultant, e.g. drawn from the Federation of Awarding Bodies list.

5. Other awarding organisations

Where Rotunda College is made aware of a failure in the assessment process of another awarding organisation offering a relevant qualification, Rotunda College will investigate whether a similar failure could affect its own assessment process and undertake any action required.

6. Quality Assurance

A report of enquiries and appeals is presented annually to the governing body.

Ofqual's definition of an Adverse Effect: 'An act, omission, event, incident or circumstance has an Adverse Effect if it -

- (a) Gives rise to prejudice to Learners or potential Learners, or
- (b) Adversely affects -
 - (i) The ability of the awarding organisation to undertake the development, delivery or award of qualifications in accordance with its Conditions of Recognition,
 - (ii) The standards of qualifications which the awarding organisation makes available or proposes to make available, or
 - (iii) Public confidence in qualifications.

THE APPEALS PROCEDURE

The centre is responsible for:

Ensuring that their tutors and candidates are aware of awarding bodies published appeals procedure;

Advising those candidates/groups who have been (or are predicted to be) successful in the internal assessment, but unsuccessful in the external assessment, that they can either register to re-sit or lodge an appeal within 30 working days of publication of the results by awarding body;

Advising candidates/groups that, if they appeal, they will need to wait for the outcome of that appeal before they can register to re-sit the external assessment;

Writing to awarding bodies with their reasons for appealing. Please note that it is normally the centre, not the candidate/group which initiates the appeals procedure. The letter should be clearly headed 'Formal letter of appeal' and be accompanied by the relevant administrative appeals fee;

Informing the candidate/group of the result of the appeal.

B. On receipt of a formal letter of appeal, awarding bodies will:

Acknowledge receipt of the appeal;

Appoint an appeals assessor with appropriate competence and with no personal interest or involvement with the assessment, who will re-assess the candidate's work or grounds for appeal;

Where the result is again not passed, appoint an appeals moderator with appropriate competence and with no personal interest or involvement with the assessment;

Inform the centre in writing of the result of the appeal. This decision in all cases will be final and the appeals procedure will thereby be terminated;

In those cases where the appeal is successful, amend the results as appropriate and refund any administrative appeals fee.



C. Time limit for the appeal

The appeals process will be concluded within 30 working days from the date of receipt of the 'formal letter of appeal', except when an independent appeals assessor has to be appointed.

Rotunda Policy Review Record

Reviewed by:	Approval date:	Review frequency:	Review date:	Signed:
Maxine Ennis	09/04/2024	Annual	10/04/2025	