



Dixons Allerton Academy

Policy: Learner Appeals Policy

Responsibility for Review: Exams Manager

Learner Appeals Policy

Why have a policy?

The Learner appeals policy exists as you have a right to appeal against assessment decisions if:

- a) You feel the grading criteria has been met
- b) You feel that you have not been supported during the assessment of the unit
- c) If the teacher is not willing to accept alternative evidence as meeting the evidence requirement.

Signed by :.....

Date:.....

(Principal)

Signed by :.....

Date:.....

(Chair of Governors)

What do I do if I want to appeal?

You may only appeal on the three issues listed above. If you think that you have a case for appeal inform Mr Brook, in writing, within 5 days of receiving the assessment decision against which you wish to appeal. Mr Brook will then discuss the appeals procedure with you and/or your parent/guardian.

Appeals are held in three stages:

Stage 1: Assessor

1. You or your parent/guardian must inform the Examinations Officer that you wish to appeal against an assessment decision. This must be done within 1 week of receiving an assessment decision.
2. If appropriate, the Examinations Officer will complete with you and/or your parent/guardian the **'Internal Appeal Record Form: Stage 1'**. Copies will be sent to the assessor and the student.
3. The Assessor will then re-assess the work and respond in writing within 5 working days. If you wish your feedback to be in person rather than in writing you must inform the Examinations Officer.

If you or your parent/guardian are unhappy with the decision at this point you must inform the Examinations Officer and move forwards to stage 2.

Stage 2: Internal Verifier / DoL or Subject Leader

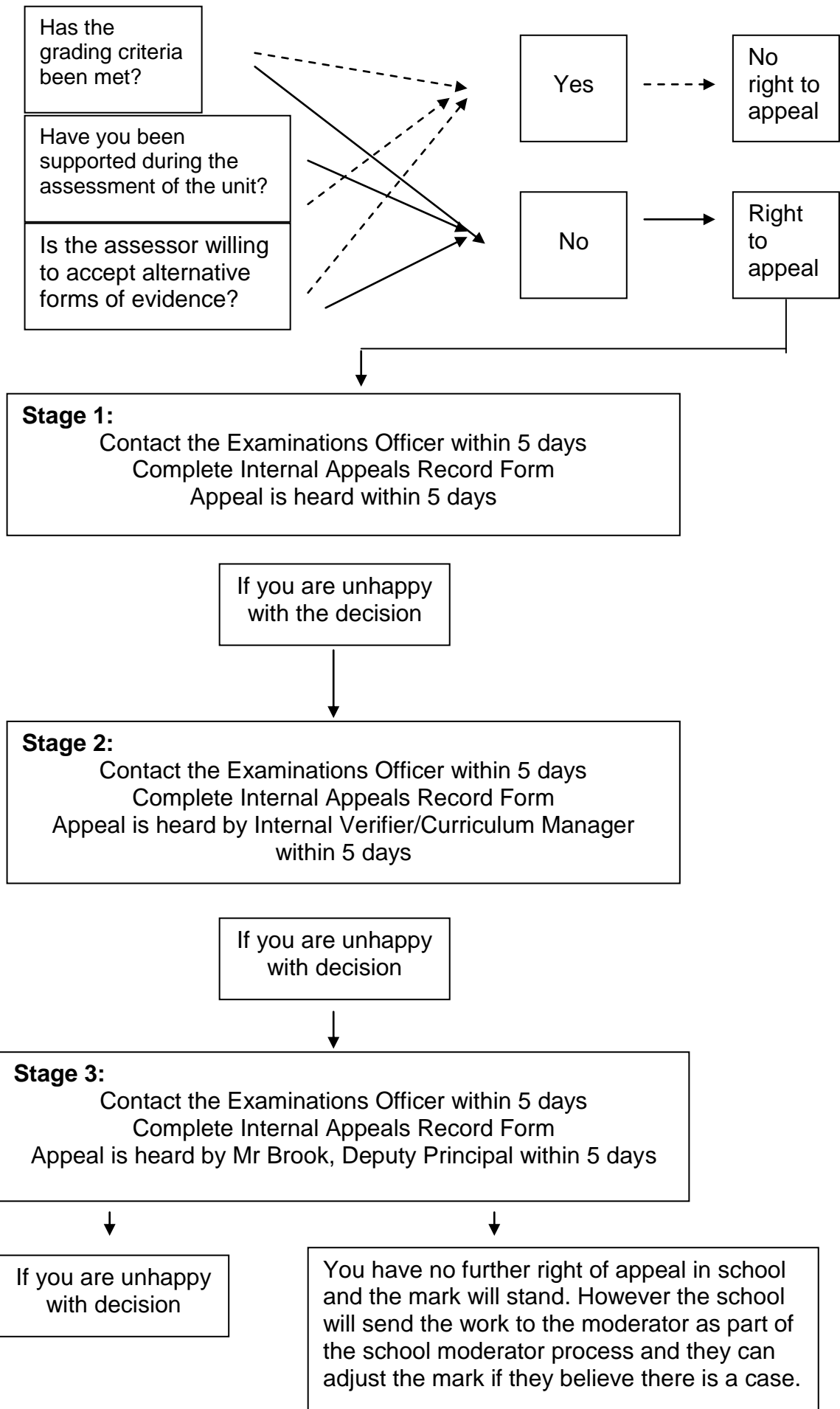
1. If appropriate, the Examinations Officer will complete with you and/or your parent/guardian the **'Internal Appeal Record Form: Stage 2'**.
2. The Internal Verifier/Curriculum Manager will then assess the reason for disagreement with the outcome of stage 1 and respond in writing within 5 working days. If you wish your feedback to be in person rather than in writing you must inform the Examinations Officer.

If you or your parent/guardian are unhappy with the decision at this point you must inform the Examinations Officer and move forwards to stage 3.

Stage 3: Senior Manager/Quality Nominee

1. If appropriate, the Examinations Officer will complete with you and/or your parent/guardian the **'Internal Appeal Record Form: Stage 3'**.
2. Mr Brook, Deputy Principal will then assess the disagreement with the outcome of the stage 2 and respond in writing within 5 working days. If you wish your feedback to be in person rather than in writing you must inform the Examinations Officer.

If the appeal cannot be resolved within stage 3 you have a right of appeal to the examining body. The Examinations Officer will inform you of the next phase of appeal.



All records to be held on file by the Examinations Officer.

Monitoring and Evaluation

Each appeal will be brought to the attention of the Senior Leadership Team and will be recorded with action in their minutes of meeting. The policy will be reviewed annually internally in relation to all qualifications and through the CRA process from Edexcel specifically in relation to BTEC.

Success Criteria

1. The number of students appealing against decisions is reduced due to sound running of programme areas
2. Appeals are dealt with satisfactorily within the internal appeals process.

For BCS (ECDL) Qualifications only:

When can I appeal?

- If you disagree with the results of your assessment
- If you believe that we did not apply procedures consistently or that procedures were not followed properly and fairly in relation to the assessment decision
- If you disagree with our decision on the allocation of reasonable adjustments or special consideration
- If you disagree with the action taken against you following an investigation into malpractice.

You must submit notice of an appeal within 20 working days of your assessment.

The above centre procedure must be followed in the first instance.

Payment

You can make payment by debit or credit card by calling Customer Service team on + 44 (0) 1793 417 424. Alternatively, you can send a cheque made payable to 'BCS'.

The standard appeal fee is £10.00 + VAT. If you wish to escalate the appeal so that it is assessed by an independent reviewer then there will be an additional £100.00 + VAT payment required.

BCS will not start the investigation into the appeal until payment has been made. A full refund will be made if the appeal is upheld unless the appeal is for marks to be upgraded due to an illness and then the fee will not be returned.

Internal Appeal Record Form

Qualification:	Syllabus Number or Unit Number:
Student:	Assessor:
Internal Verifier/ DoL or Subject Leader	Senior Manager /Quality Nominee:

Stage 1: Unit Assessor

Response within 5 working days of Appeal

Reason for Appeal (full details)	Outcome:
Date:	Date: Assessor Signature: I.V. Signature: Senior Manager Signature:

I agree/disagree with the outcome of the **Stage 1 appeal**

Student Signature: _____

Internal Appeal Record Form

Stage 2: Internal Verifier/ DoL or Subject Leader

Response within 5 working days

Reason for disagreement with outcome of first stage of appeal (full details)	Outcome:
Date:	Date: Assessor Signature: I.V. / DoL or Subject Leader Signature: Senior Manager /Quality nominee Signature:

I agree/disagree with the outcome of the **Stage 2 appeal**

Student Signature: _____

Internal Appeal Record Form

Stage 3: Senior Manager/Quality nominee

Response within 5 working days

Reason for disagreement with outcome of second stage of appeal (full details)	Outcome:
Date:	Date: Assessor Signature: I.V./ DoL or Subject Leader Signature: Senior Manager/Quality nominee Signature:

I agree/disagree with the outcome of the **Stage 3 appeal**

Student Signature: _____

Head of Centre:

I confirm that I have received and read a copy of this internal appeal record form and that it is minuted in SLT Meeting Records.

Signature of Head of Centre:

Date: