

# Learners Appeals Policy & Procedure



Excel Education

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## **Learner Appeals Policy and Procedure (Internal Assessments)**

This policy only applies to internally assessed qualifications.

Excel Education recognises the learner's right to appeal their unit assessment grade. It is still permissible, although not practically advisable, for a learner to appeal the result of task(s) where a positive outcome will not change the unit grade. For instance, a qualification unit may include two Merit criteria; if the learner has not been successful in either of the Merit criteria, but only appeals one of the Merit criteria, a positive outcome will not change the unit grade.

Excel Education also recognises the need to ensure that lecturers are protected from learners acting vexatiously or frivolously in activating this appeals procedure. While this behaviour is only likely to apply to a minority of learners, it could have a significant and adverse impact on the time and effort expended by lecturers to address and resolve such applications - time which could be better utilised elsewhere. Consequently, in order to commence an appeal under this policy and procedure, a learner must satisfy the grounds for appeal outlined in stage 1 below. Further and alternative grounds for appeal exist at stage 2, which are also outlined below.

Learners are to be provided with a simplified copy of this appeals policy and procedure at the start of their programme, as part of their course handbook. A copy is attached at Appendix 3. Learners are also to be advised of the existence of their right to appeal their final unit task outcomes.

**This policy and procedure does not affect the learner's right to appeal their unit grade to Edexcel.** However, before deciding to do so, they must have used this policy and procedure.

### **Grounds for Appeal – Stage 1**

At stage 1 of the appeals procedure, the only ground for appeal is the accuracy of marking/ assessment.

In order to activate stage 1, learners are required to demonstrate all of the following points, complete the proforma at appendix 1 and submit it within 3 weeks (this period can be extended at the discretion of the Department):

- the work in question is a second or final submission or it is a first submission that has been referred and the learner believes it to be an unfair assessment;
- the learner has satisfied all the requirements of the assignment brief task(s) being appealed and any additional formative verbal and/or written instructions / feedback for improvements; and
- the learner has already approached the unit lecturer/assessor to discuss their work and stated why they believe the assignment brief task(s) criteria have been satisfied.

### **Procedure – Stage 1**

- the learner satisfies the grounds for appeal stated in stage 1 above;
- the learner completes a copy of the proforma at appendix 1 of this document;
- the learner submits the completed copy of the said proforma to the unit lecturer/assessor;
- the unit assessor notifies the relevant course leader of the appeal (or their line manager if the appeal is against the grading carried out by a relevant course leader or head of department);
- the assessment is passed on to another lecturer/assessor (2<sup>nd</sup> assessor), who has not assessed or contributed to assessing the task(s) being appealed;
- the 2<sup>nd</sup> assessor re-assesses the task(s) being appealed and completes the lecturer's section of the proforma at appendix 1;
- a copy of the completed proforma (appendix 1) is provided to the unit assessor, course leader and learner. (One copy of the completed proforma should be kept with the learner's assessment and the other copy held by the course leader.)
- Learners are to be notified in writing of the outcome of their appeal within 4 weeks of submitting their appeal application or are to be provided with written reasons for the delay if it is likely to take more

than 4 weeks. In any event, wherever possible, the appeal should be concluded before the recording and submission to an awarding body of the final unit assessment grade being appealed.

### **Grounds for Appeal – Stage 2**

At stage 2 of the appeals procedure, the only ground for appeal is failure to correctly apply the appeals procedure at stage 1.

In order to activate stage 2, learners are required to demonstrate the existence of any one or more of the points stated below and complete the proforma at appendix 2 within the specified time period stated on the proforma. This period can be extended at the discretion of the Department.

- failure to pass on the assessment to a different lecturer from the one who had assessed the task(s) being appealed; and
- failure to advise the learner in writing of the outcome of the appeal application within 4 weeks of the appeal being submitted or failure to provide reasons for any related delay beyond 4 weeks.

### **Procedure – Stage 2**

- the learner satisfies the grounds for appeal stated in stage 2 above;
- the learner completes a copy of the proforma at appendix 2 of this document;
- the learner submits the completed copy of the said proforma to a member of senior management of Excel Education; and
- the senior manager liaises with the assessor concerned and seeks to remedy the failure(s) outlined in the grounds for appeal – stage 2 / completed proforma (appendix 2) within 4 weeks and wherever possible before final grades are recorded and submitted to Edexcel.

**Appendix 1: Stage 1****Learner appeal application (unit grade)**

This appeal application forms part of stage 1 of Excel Education's *Learner Appeals Policy and Procedure (Internal Assessments)*.

This appeal application is a request for a re-assessment of one or more unit tasks. **A separate appeal application must be submitted for each unit.**

**This appeal must be completed and submitted within three weeks of receiving the final task result.** You need not wait until the final unit grade. You can appeal individual task results.

In order to submit this application, you must be able to answer yes to all of the questions below.

1. Are the unit tasks you wish to be re-assessed a final submission? Or Do you believe the assessment for the first submission to be unfair?  
Yes ☐ No ☐
2. Have you discussed with your unit lecturer the final result given for the task(s) and the reason(s) why you believe you satisfy the task(s) requirements for a higher result?  
☐ Yes ☐ No
3. Are you able to demonstrate that your response to the task(s) being appealed satisfies all the requirements of the task(s)?  
Yes ☐ No ☐

Please complete the text box below, listing the task(s) you wish to appeal, with an explanation of how you have satisfied the task requirement(s) being appealed. **(Additional sheets can be used for this purpose and must be attached to this application. Make sure you keep a photocopy of this completed application)**

Programme title:

Unit number and title:

Task(s) being appealed:

I believe that I have satisfied task(s) \_\_\_\_\_ because

The information I have submitted for this appeal is to the best of my knowledge accurate and complete.

Learner's Signature: \_\_\_\_\_

Learner's Name: \_\_\_\_\_

Date appeal application submitted: \_\_\_\_\_

Learner's unit lecturer(s) (for the unit task(s) being appealed): \_\_\_\_\_

**2<sup>nd</sup> Assessor – TO BE COMPLETED BY LECTURERS ONLY**

Have you marked any of the learner's unit task(s) being appealed? If not, then you may proceed with the re-assessment. If you have assessed the said task(s), you must pass this application on to another lecturer.

2<sup>nd</sup> Assessor's name: \_\_\_\_\_

2<sup>nd</sup> Assessor's signature: \_\_\_\_\_

Date appeal application received: \_\_\_\_\_

Date appeal application completed: \_\_\_\_\_

Line manager: \_\_\_\_\_

Having re-assessed the unit task(s) being appealed, please state the outcomes of your re-assessment below.

Task \_\_\_\_\_

Appeal upheld (agree with the learner's appeal)

Yes ☐ No ☐

Appeal dismissed (agree with the unit lecturer's original marking)

Yes ☐ No ☐

Reasons:

Task \_\_\_\_\_

Appeal upheld (agree with the learner's appeal)

Yes ☐

Appeal dismissed (agree with the unit lecturer's original marking)

Yes ☐

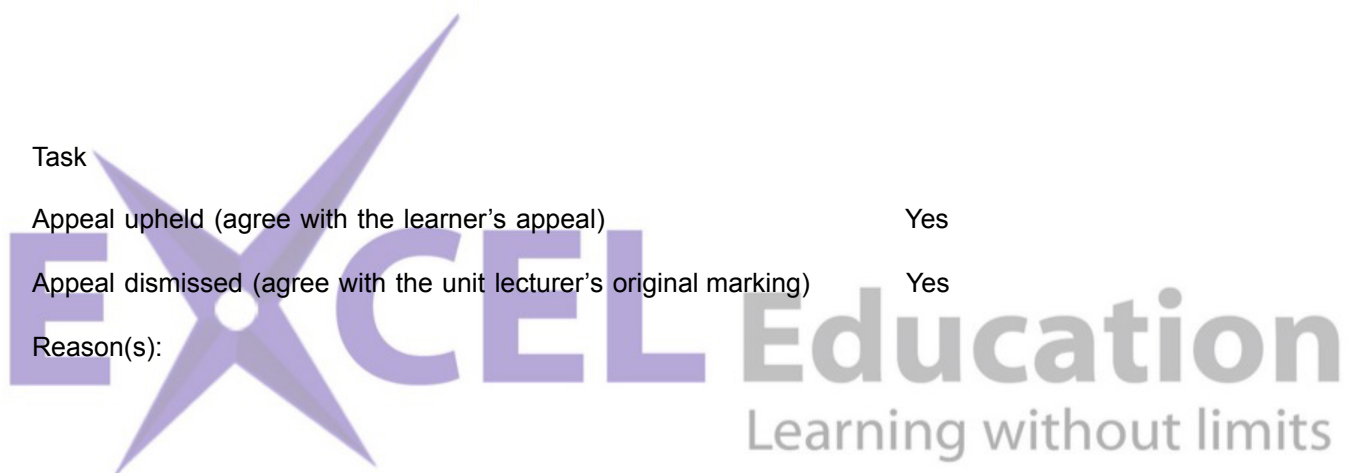
Reason(s):

Task \_\_\_\_\_

Appeal upheld (agree with the learner's appeal) Yes

Appeal dismissed (agree with the unit lecturer's original marking) Yes

Reason(s):

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**Appendix 2: Stage 2**----- End  
-----**Learner  
application  
regarding  
appeals  
procedure**

This appeal application forms part of stage 2 of Excel Education's *Learner Appeals Policy and Procedure (Internal Assessments)*.

This application relates to difficulties you may have experienced during the appeal procedure. You must submit this completed application within two weeks of receiving details of the appeal outcome of stage 1. If you hear nothing about your original appeal for four weeks, you have a further two weeks within which to submit this completed application.

In order to submit this application, you must be able to answer *no* to at least one of the questions below.

1. Was the re-assessment carried out by a different lecturer from the one who originally assessed the task(s) you are appealing? Yes ☐ No ☐
2. Were you provided with an outcome to your appeal application for a re-assessment or a reason for the delay within 4 weeks of submitting your appeal? Yes ☐ No ☐

If you have answered *no* to one or both of the questions above, please provide brief details in the text box below. Once you have completed this form, submit it to a member of senior management at Excel Education. (Make sure you keep a photocopy of this completed application.)

Programme title:

Unit number and title:

Task(s) being appealed:

I submitted my completed appeal application for stage 1 of the *Learner Appeals Policy and*

*Procedure (Internal Assessments)* on \_\_\_\_\_ and I spoke to \_\_\_\_\_

\_\_\_\_\_ about my application.

I believe that the appeal procedure at stage 1 of the *Learner Appeals Policy and Procedure (Internal Assessments)* has not been effectively applied in my case because of the following:

The information I have submitted for this appeal is to the best of my knowledge accurate and complete.

Learner's Signature: \_\_\_\_\_

Learner's Name: \_\_\_\_\_

Date appeal application submitted: \_\_\_\_\_

Learner's unit lecturer(s) (for the unit task(s) being appealed): \_\_\_\_\_

**TO BE COMPLETED BY A MEMBER OF Excel Education SENIOR MANAGEMENT ONLY**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date appeal application received: \_\_\_\_\_

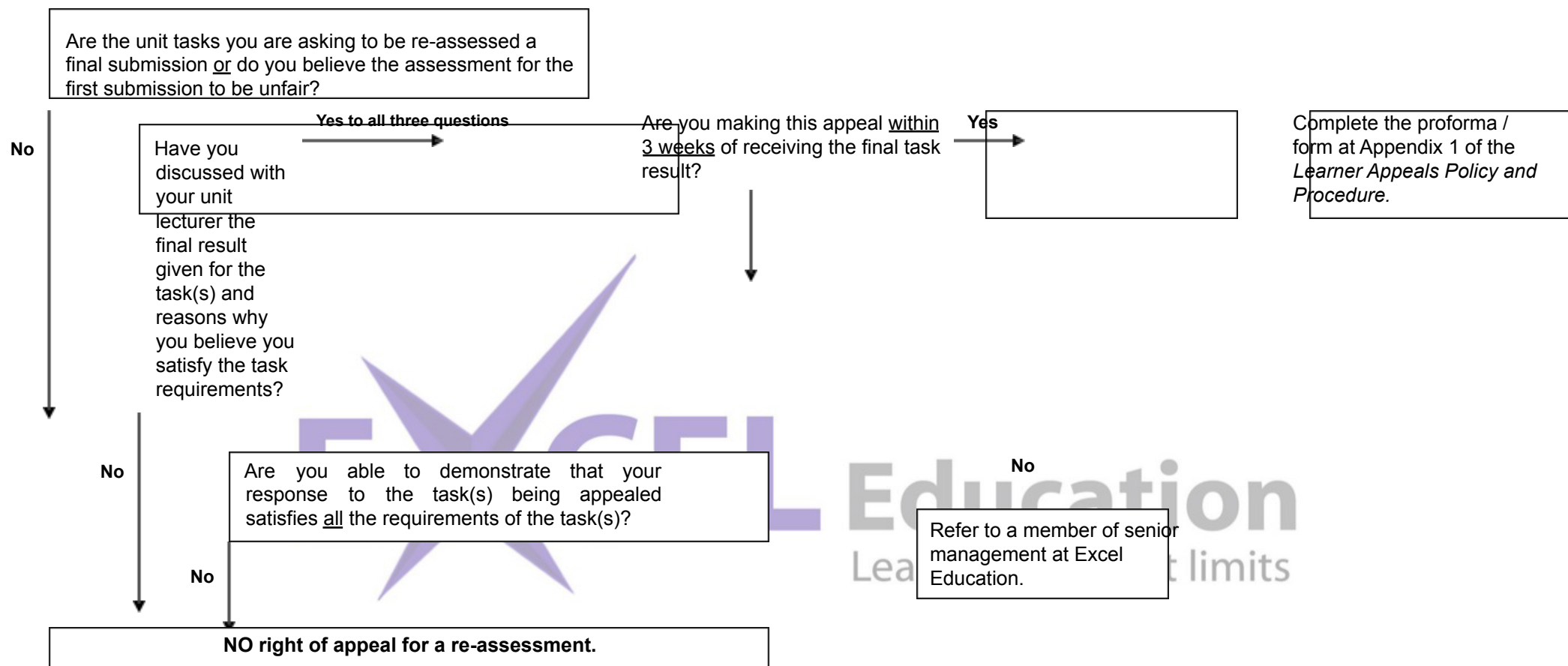
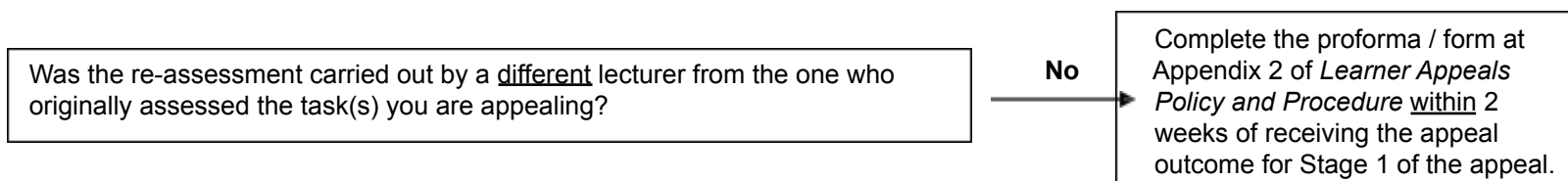
Date matter resolved: \_\_\_\_\_

Details of actions taken:

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----- End --



**Appeal – stage 1****Appeal – stage 2**

Were you provided with an outcome to your appeal application for a re- assessment or a reason for the delay within 4 weeks of submitting your appeal?

No

You have a further 2 weeks within which to appeal, completing Appendix 2 of the *Learner Appeals policy and Procedure*.

Submit it to a member of Education.



Yes to *both* questions



NO right of appeal.

### Learner Appeals Log

#### ***Stage 1 appeals log***

Appellant's name	Date Stage 1 application submitted	Original assessor	Second assessor	Outcome of appeal	Date of decision

#### ***Stage 2 appeals log***

Appellant's name	Date Stage 2 application submitted	Outcome of appeal	Date of decision