



Harrison College Ltd

Complaints and Appeals Procedure (Exams)

Aim:

To enable the learner to enquire, question 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.

In order to do this, the centre will:

- Inform the learner at induction, of the Appeals Policy and procedure.
- Distribute to the learner the relevant handbooks i.e. BTEC Handbook which contain individual award body stipulations.
- Record, track and validate any appeal.
- Forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted.
- Keep appeals records for inspection by the awarding body for a minimum of 18 months.
- Have a staged appeals procedure.
- Will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results.
- Monitor appeals to inform quality improvement.

Grounds for complaint

A candidate (or his/her/parent/carer) may make a complaint on the grounds below (this is not an exhaustive list).

Teaching and learning

- Quality of teaching and learning, for example
 - Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis.
 - Teacher lacking knowledge of new specification/incorrect core content studied/taught.
 - Core content not adequately covered.
 - Inadequate feedback for a candidate following assessment(s)
- Pre-release/advance material/set task issued by the awarding body not provided on time to an exam candidate.
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions.
- The marking of an internal assessment, which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body (complainant should refer to the centre's *internal appeals procedure*)
- Centre fails to adhere to its *internal appeals procedure*.
- Candidate not informed of his/her centre assessed marks prior to marks being submitted to the awarding body.
- Candidate not informed of his/her centre assessed marks in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body.
- Candidate not given sufficient time to review materials to make a decision whether to request a review of centre assessed marks.

Access arrangements

- Candidate not assessed by the centre's appointed assessor.
- Candidate not involved in decisions made regarding his/her access arrangements.
- Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed Data Protection Notice)
- Candidate not informed/adequately informed of the arrangements in place and the subjects or components of subjects where the arrangements would not apply.
- Exam information not appropriately adapted for a disabled candidate to access it.
- Adapted equipment put in place failed during exam/assessment.
- Approved access arrangement(s) not put in place at the time of an exam/assessment.
- Appropriate arrangements not put in place at the time of an exam/assessment as a consequence of a temporary injury or impairment.

Entries

- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- Candidate not entered/entered late (incurring a late entry fee) for a required exam/assessment.
- Candidate entered for a wrong exam/assessment.
- Candidate entered for a wrong tier of entry.

Conducting examinations

- Failure to adequately brief candidate on exam timetable/exam regulations prior to exam/assessment taking place.
- Room in which exam held did not provide candidate with appropriate conditions for taking the exam.
- Inadequate invigilation in exam room
- Failure to conduct exam according to the regulations.
- Online system failed during (online) exam/assessment.
- Disruption during exam/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported.
- Eligible application for special consideration for a candidate not submitted/not submitted to timescale.
- Failure to inform/update candidate on the outcome of a special consideration application.

Results and Post-results

- Before exams, candidate not made aware of the arrangements for post-results services and the accessibility of senior members of centre staff after the publication of results.
- Candidate not having access to a member of senior staff after the publication of results to discuss/make decision on the submission of an enquiry.
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations.
- Candidate (or parent/carer) unhappy with a result (complainant to refer via exams officer to awarding body *post-results services*)
- Candidate (or parent/carer) unhappy with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal.
- Centre applied for the wrong post-results service/for the wrong exam paper for a candidate.
- Centre missed awarding body deadline to apply for a post-result service

How to make a formal complaint

- A complaint should be submitted in writing by completing a complaints and appeals form
- Forms are available from reception or available on our website by accessing this policy.
- Completed forms should be returned to the head of centre.
- Forms received will be logged by the centre and acknowledged within 5 calendar days.

How a formal complaint is investigated

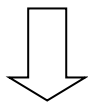
- The head of centre will further investigate or appoint a member of the senior leadership team (who is not involved in the grounds for complaint and has no personal interest in the outcome) to investigate the complaint and report on the findings and conclusion]
- The findings and conclusion will be provided to the complainant within 2 working weeks.

Appeals Procedure

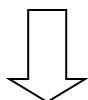
- Students will be informed about the appeals procedure and have access to a copy of the written procedure.
- The Quality Nominee and the Exams Manager will be responsible for the management of internal appeals.
- The Head of the Centre will be provided with any appeals and their outcome.
- Appeals will be considered by at least 3 people (at least one of whom should not have been involved with the assessment decision).
- A clear timescale in terms of the student getting a response to the appeal is laid out on the appeals form.
- Students will be allowed representation by a parent/guardian/friend if requested.
- Written records of all appeals will be kept by the college including the outcome of the appeal and reasons for the outcome.
- A copy of the appeals record will be given to the student.
- Pearson Edexcel will be informed by the college if any outcome of an appeal has implications for the conduct of assessments of the issue of results at the college.

Appeals Procedure Flowchart for Pearson Qualifications

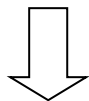
Stage 1) Learner: Responsible for initiating the appeals procedure by formally writing a letter to the assessor, lead IV, quality nominee or programme leader.



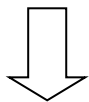
Stage 2) Assessor: Responsible for discussing learner's concerns and appeal. Feedback must be given, **and documented**, in order to resolve the issue where possible, and a new deadline date agreed for learner to complete work.



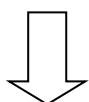
Stage 3) Lead IV: Responsible for carrying out verification on assessed work in question, and to give feedback to assessor in order for an amicable solution to be made. All decisions and feedback must be documented on verification document



Stage 4) Quality Nominee: Responsible for verifying any work that the learner feels has been assessed wrongly, and to give feedback to assessor/lead IV/learner in order for an amicable solution to be made. All decisions and feedback must be documented on verification document



Stage 5) Senior management: Responsible for scrutinising any questionable work that has been involved in any appeal, and to give feedback to assessor/lead IV/learner in order for an amicable solution to be made. All decisions and feedback must be documented on verification document



Stage 6) Head of Centre: Responsible for sending a written appeal to the awarding body if the learner is dissatisfied with centre outcomes.

The **centre** can enquire about or appeal against a Pearson decision affecting the centre or its learners by submitting an email to vocationalqualitystandards@pearson.com within 14 calendar days of receipt of Pearson's original decision.

If an **individual learner** wants to enquire about or appeal against the centres decision which they feel has disadvantaged them, then they too should send an email to vocationalqualitystandards@pearson.com within 14 calendar days of being notified of the outcome of the centre's internal appeals process. A learner **MUST** go through the centres appeals process before contacting Pearson.

Complaints and appeals form

Please tick box to indicate the nature of your complaint/appeal

- Complaint/appeal against the centre's delivery of a qualification
- Complaint/appeal against the centre's administration of a qualification

Name of complainant/appellant	
Candidate name if different to complainant/appellant	
Please state the grounds for your complaint/appeal below	
If your complaint is lengthy, please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say Your appeal should identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate. <i>If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed</i>	
Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s)	
Complainant/appellant signature:	Date of signature:

This form must be completed in full; an incomplete form will be returned to the complainant/appellant.

Complaints and appeals log

On receipt, all complaints/appeals are assigned a reference number and logged. Outcome and outcome date is also recorded.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date
---------	---------------	---------------------	---------	--------------