

## **LONDON PROACTIVE Centre Appeals procedure**

The purpose of an appeals procedure is to ensure that every learner who is not satisfied with the outcome of an assessment decision has the right to appeal against the decision that has been made.

It is the policy of LONDON PROACTIVE to develop and maintain assessment procedures which are fair, reliable and open to scrutiny. It is recognised however, that there could be exceptional circumstances when individual learners or groups of learners may wish to appeal against recommendations or decisions relating to assessment.

The following appeals procedure outlines the action which may be taken in such exceptional circumstances. It reflects LONDON PROACTIVE's commitment to provide comprehensive information and a student-centred service.

### **Quality assurance**

LONDON PROACTIVE learners will be assessed against Active IQ published criteria and by assessors who must hold or be working towards any of the following:

- Level 3 Award in Understanding the Principles and Practices of Assessment (QCF) or
- Level 3 Award in Assessing Vocationally Related Achievement (QCF) or
- Level 3 Award in Assessing Competence in the Work Environment (QCF) or
- Level 3 Certificate in Assessing Vocational Achievement (QCF), or
- A1 (previously D32, D33)

In addition, LONDON PROACTIVE will ensure that assessors:

- Possess a discipline specific qualification equivalent to the qualification being taught
- Have relevant industry experience
- Demonstrate active involvement in a process of industry relevant Continued Professional Development during the last two years

All new LONDON PROACTIVE assessors will be given a clear action plan for achieving the appropriate qualification(s) and should be countersigned by an appropriately qualified individual until the qualification(s) are achieved.

Assessor will be overseen by Internal verifiers must hold or be working towards any of the following:

- Level 3 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice (QCF)
- Level 3 Award in the Internal Quality Assurance of Assessment Processes and Practice (QCF)
- Level 3 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice (QCF)
- V1 (previously D34)
- Relevant alternative qualification or senior experience in supervising or managing an internal quality assurance role

## **Scope of Policy and procedure**

In most instances student queries relating to assessment can and should be resolved informally so that the formal appeals procedure is used only in exceptional circumstances.

LONDON PROACTIVE's Appeals Policy allows learners to make a formal appeal against a recommendation or decision relating to:

- the mark or grade for an individual item of work
- the result of an individual course
- completion of a stage of a programme and progression to the next
- entitlement to an award
- the class or grade of an award.

Whilst students may raise queries about the result of an internal assessment, LONDON PROACTIVE will not admit an appeal to the Appeals Panel which consists solely of a challenge to the academic judgement of staff in assessing the merits of a student's work.

## **Grounds for Appeal**

Normal grounds for appeal by learners:

- the assessments were not conducted in accordance with the approved scheme regulations
- there was an administrative error at some stage of the assessment process
- the assessor / internal verifier was presented with incorrect or inaccurate assessment information
- there were medical or other 'extenuating circumstances' of which the assessor / internal verifier was unaware of when making its recommendation/decision
- there was unfairness or impropriety on the part of one or more of the assessors/examiners

It is the responsibility of the learner to notify the tutor, the assessor or the internal verifier in writing of any 'extenuating circumstances' which may adversely affect the student's performance. Normally, this should be done before the commencement of the assessment process but if this is not possible, the appeal must be logged by the end of that week, or at the latest within seven days of receiving the assessment decision.

## **Appeals Procedure**

The appeal procedure to be followed comprises of 4 stages.

### **Stage 1**

If a learner has a query about the assessment of their work, they should raise it immediately with the appropriate **tutor/ assessor**. After reasonable consideration, the tutor / assessor will give a response, ideally by the end of that week, or at the latest within seven days.

### **Stage 2**

Should the student not wish to approach, or be dissatisfied with the response made by, the relevant tutor, they may raise the matter with the **Internal Verifier**, whom again after reasonable consideration, will give a response - ideally by the end of that week or, at the latest, within seven days.

### **Stage 3**

If at this point the learner still believes there is an error which has not been rectified they may raise the issue in writing with the **Principal** ideally by the end of that week or, at the latest, within seven days. On receipt of a written request for an appeal the Principal will make independent enquiries and report to the student in writing their decision to either uphold the appeal or to dismiss the appeal. The Principals decision is final.

### **Stage 4**

In cases where appeals cannot be resolved within the college, or the learner is still unsatisfied with the Principals decision, LONDON PROACTIVE will log the appeal with **Active IQ** on behalf of the learner so that Active IQ may begin a formal investigation.

## **Appeals for live observed assessments**

Investigating appeals is very problematic without the presence of impartial evidence. Therefore, appeals in the context of live observed assessments will only be considered when accompanied by a suitable video recording.

As a learner of LONDON PROACTIVE you will be able to use a video recording as long as it does not adversely affect the assessment process, allows the assessor to carry out their role and does not contravene a venue/organisations rules or regulations. The learner must make suitable arrangements to arrange a video operator.

Throughout the assessment process LONDON PROACTIVE will comply fully with Active IQ's policy on reasonable adjustments and special considerations that can be found:  
<https://www.activeiq.co.uk/for-centres/policies-and-procedures>

**Fees**

Appeals that progress beyond stage 1 of the appeals process and are not upheld will be subject to administration fee of £56.00. If the appeal is upheld, all fees will be waived.

Thank you for your contribution and commitment to make our policy work.