

# **Salendine Nook High School (Academy)**

## **BTEC Appeals (Non-Statutory)**

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<b>Approved by SLT:</b>	<b>19.2.24</b>
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## 1. Appeals Policy

### Aim:

- 1.1 To enable the learner to enquire, question or appeal against an assessment decision;
- 1.2 To attempt to reach agreement between the learner and the Assessor at the earliest opportunity;
- 1.3 To standardise and record any appeal to ensure openness and fairness;
- 1.4 To facilitate a learner's ultimate right of appeal to the Awarding Body where appropriate;
- 1.5 To protect the interests of all learners and the integrity of the qualification.

### 2. In order to do this, SNHS will:

- 2.1 Inform the learner at induction, of the Appeals Policy and procedure;
- 2.2 Record, track and validate any appeal;
- 2.3 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;
- 2.4 Keep appeals records for inspection by the Awarding Body for a minimum of 18 months;
- 2.5 Have a staged appeals procedure;
- 2.6 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;
- 2.7 Monitor appeals to inform quality improvement.

## 3. Appeals Procedure

At Salendine Nook High School we will follow Edexcel's policy regarding appeals. Edexcel will also not intervene until we have carried out an extensive internal enquiry which involves these six stages:

<b>Stage 1:</b> Student is unhappy with the grade/outcome of assessed work	
<b>Stage 2:</b> The student must discuss the outcome with the teacher that marked that work. If they are still unhappy with the outcome then go to stage three <b>Stage 3:</b> Your work will be re-assessed by the Lead Internal Verifier.	
<b>Stage 4 :</b> The work will be re-assessed by Mrs V Billcliff (Quality Nominee) (unless they are the LIV, then it will move straight to stage 5). If the student is still unhappy with the outcome move to stage five.	
<b>Stage 5:</b> The Head of Centre (Mr D Christian) will appoint a senior member of staff to review the work and make a judgement in favour of the student or the assessor. If the student is still unhappy with the outcome of the appeal then move to stage six.	

(5a) Appeals should be made as early as possible in order to ensure that the internal appeals process is completed prior to the submission of centre marks to the Awarding Body.

(5b) Appeals must be made in writing.

(5c). The Head of Centre will appoint a senior member of staff e.g. an Assistant Principal or Senior Vice Principal to conduct the investigation. The senior member of staff will not have had any involvement in the internal assessment process for that subject.

(5d) The purpose of the appeal will be to decide whether the process used for internal assessments conformed to the Awarding Body's specification and subject specific associated documents.

(5e) The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the Awarding Body, and any changes made to internal assessment procedures.

(5f) The outcome of the appeal will be made known to the Head of Centre and will be logged as a complaint. A written record will be kept and made available to the Awarding Body upon request. Should the appeal bring any irregularity in procedures to light, the Awarding Body will be informed.

**Stage 6:** The Quality Nominee will refer the appeal to Edexcel. The appropriate documentation will be completed by the Exams Officer.

Each stage of the appeals procedure must be recorded, signed and dated. They must also be monitored by the Quality nominee from stage 4.

#### **4. External appeals procedure**

**4.1** Overview of the External review and appeals process carried out by Edexcel  
First Stage - Reviews 3.1 Any reviews about a decision made by Pearson affecting your centre or your learners, including reviews about Standards

- Verification or External Examiner outcomes, should be communicated via the Pearson Support Portal within 14 working of receiving their decision or results.
- 4.2** Usually centres will make an application on behalf of a learner with their consent. However, learners may also apply directly to Pearson if they have first been through the centre's internal appeals process. Learners who want to enquire about a centres decision which they feel has disadvantaged them, should communicate via the Pearson Support Portal within 14 working days of being told the outcome of the centre's appeals process.
- 4.3** All cases are reviewed by their assessment experts who have responsibility for the qualification subject.
- 4.4** When to apply:  
within 14 working days of receiving the decision or result.
- 4.5** How to apply: Pearson Support Portal Acknowledgment: they will acknowledge the review within three working days.  
Outcome of the application: they will respond to the review within 30 working days of receiving it.  
Next step: If you are not happy with the outcome of the review you have 14 working days in which to request that a Preliminary Stage Appeal Investigations is undertaken.
- 4.6** Second Stage - Preliminary Appeal Review  
You should make an appeal based only on whether they used procedures that were consistent with the regulatory authorities' requirements and applied their own procedures properly and fairly in arriving at judgments. The appeals office may refuse to accept your appeal if no procedural ground is given.
- 4.7** An appeals specialist, with no previous involvement with your case, will review the appeal. The specialist will check all the information against policies and procedures to confirm if correct procedures have been followed.
- 4.8** When to apply: 14 working days of receiving the outcome of the first stage review  
How to apply: Pearson Support Portal Acknowledgment: They will acknowledge the appeal application within three working days and within 14 working days we will confirm whether the case has been accepted or not.  
Outcome of the application: They will write to you with the outcome of the appeal review within 21 working days of confirming our acceptance of the case. Next step: If you are not happy with the outcome of the appeal review, you may submit a request for an appeal hearing via the Pearson Support Portal.
- 4.9** Third Stage – Pearson Appeal Hearings  
Their Appeals Office will accept an appeal if:
- 4.9.1** the Head of Centre makes the appeal in writing within 14 working days of the outcome of the Preliminary Appeal Review
- 4.9.2** The centre's appeal process is completed
- 4.9.3** The preliminary appeal review process or any further work resulting from the review is completed
- 4.9.4** The appeal hearing will review evidence to see whether we followed the correct policies and processes
- 4.10** The hearing is conducted by a panel, normally consisting of three panellists who are independent of Pearson. Panellists are appointed in line with Section 26 of the JCQ Appeals process.

- 4.11 The Appeals Panel will follow the procedure in the JCQ Guide to the Awarding Bodies Appeals Processes
- 4.12 The Head of your Centre, learner or delegated representative may be asked to attend the hearing. For international centres, the hearing may be held remotely.
- 5. When to apply: 14 working days of receiving the outcome of the preliminary appeal review. How to apply: Pearson Support Portal Acknowledgment: They will acknowledge the application for a hearing within three working days. They have up to 50 working days to hold an appeal hearing Outcome of the application: They will write to your Head of Centre explaining the outcome of the appeals panel within two working days of the hearing.

Next step: This is the last stage of the review and appeals process. A final decision will be made and there is no further route of appeal for vocational qualifications.

## 6. **Feedback and complaints**

There is no further stage of appeal to the qualification's regulators, but you may submit a complaint to the regulators about the way they dealt with the appeal.

- 7. Following the completion of the review and appeals process, if you want to submit a complaint to the regulators, you should contact the relevant regulator.  
These are: England Ofqual [complaints@ofqual.gov.uk](mailto:complaints@ofqual.gov.uk) Northern Ireland CCEA Regulation [ccearegulation@ccea.org.uk](mailto:ccearegulation@ccea.org.uk) Wales Qualifications Wales [enquiries@qualificationswales.org](mailto:enquiries@qualificationswales.org) Scotland SQA Accreditation Online complaint form