



POLICY

Appeals Against Internal Assessments and External Qualifications

POLISI

Dros Apelio yn Erbyn Aseidiadau Mewnol a Cymwysterau Allanol

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If you or someone you know would like this document in an alternative format, please contact the Diversity Officer at diversity@nptc.ac.uk or on 01639 648175

Section 1: Context

1:0 NPTC Group is committed to its mission Statement – ‘to be an outstanding education and training provider.’ In the interests of the equitable treatment, learners have the right, if they so wish, to appeal against the internal assessment of their work. This Policy defines their entitlement and the procedure that will be followed should the need arise.

Section 2: Status

2:0 This Policy was approved by the Senior Management Team and final approval was given by the Learning and Performance Committee of the Corporation during the autumn term 2008.

Section 3: Policy

3:01 The Awarding Bodies under the Joint Council Code of Practice [Section 2, Paragraph 19, Sub Section IX] require college centres offering their examinations to:

[i] have a published appeals procedure relating to internal assessment decisions;

[ii] make this document available and accessible to candidates.

Section 4: Procedure

4:01 Candidates may appeal internally if they feel their coursework has been assessed unfairly, inconsistently or not in accordance with the specification for the qualification. Appeals will only be entertained if they apply to the process leading to an assessment. There is no appeal against the mark or grade awarded. The Awarding Body will moderate the assessed coursework / oral tapes and the final mark awarded is that of the Awarding Body. This mark is outside the control of the College and is not covered by this Appeals Policy & Procedure.

4:02 All internal assessment appeals must be made in writing to IS Assistant Manager Examinations at the appropriate College Examination Centre by 31 August of the year that the coursework was assessed. They are as follows;

Neath Campus Number 68830

Exams Office, Neath Campus,
Dŵr-y-Felin Road, Neath, SA10 7RF

Afan Campus Number 68845

Exams Office, Afan Campus,
Margam, Port Talbot, SA13 2AL

Newtown Campus Number 68657

Exams Office Newtown
Llanidloes Rd Newtown Sy16 4HU

Brecon Campus Number 68606

Exams Office Brecon
Penlan, Brecon LD3 9SR

Section 4: Procedure (contd.)

- 4:03 The grounds for the appeal must be clearly stated. The candidate can be supported in the presentation of their case by a parent/carer /friend.
- 4:04 The Senior Officer for Assessment and Achievement will inform the Principal, who will nominate a member of the Senior Management Team to lead the appeal enquiry, provided that the Senior Management Team member has played no part in the original assessment process. The Enquiry Panel will also include an experienced Head of School to act as an independent member [Refer Appendix I for Notes of Guidance for Heads of School on the Type of Supporting Documentation to Assist the Operation of the Appeals Panel].
- 4:05 The Panel will examine the evidence for the procedures used in the assessment, decide upon their appropriateness and that the procedures have been properly followed as required by the Awarding Body concerned. The enquiry will be completed by the 12 September of that examination series.
- 4:06 The Panel's findings will be formally reported back to the candidate/parent/carer as soon as the investigation has been completed. In the event of any recommendations forming part of the Panel's findings, appropriate action would be undertaken by the College.
- 4:07 Records of the request for the appeal, the evidence, the deliberations of the Panel and the result will be kept by the Senior Officer for Assessment and Achievement and made available to the Awarding Body, if required. The evidence may only be requested by an Awarding Body if a parent makes a further appeal against the Panel's decision.
- 4:08 Where Higher Education courses are awarded by a University, students should follow the appropriate university's procedures for Academic Appeals which is accessible via NPTC Groups' Moodle site and in programme handbooks.

Section 5: Monitoring

- 5:01 This Policy will be monitored by the College's Quality Directorate. Any recommendations for changes to it will be referred to the Senior Management Team for approval.

Section 6: Review

- 6:01 This Policy will be reviewed on or before 31 Sept of each academic year. The next review will be undertaken on or before 31 Sept 2016.

APPENDIX I

Notes of Guidance for Heads of School on the Type of Supporting Documentation to Assist the Operation of the Appeals Panel

1. Minutes from the first course meeting of the college year to indicate that the College Policy and Procedure for internally assessed coursework was discussed and given out to new and existing members of the department.
2. The mark scheme or marking criteria for the coursework provided by the Awarding Body.
3. The departmental mark scheme or marking criteria given to Lecturers for marking the coursework if this differs from that of the Awarding Body.
4. Dates when the coursework was set and to be handed in for that learner.
5. Evidence that all teaching groups have been given an appropriate length of time.
6. The departmental policy for candidates who were absent when the coursework was set or were absent for part of the period during which the coursework was being carried out.
7. Dates when the coursework was marked by the Lecturers.
8. The name of the Lecturer in charge of the internal standardisation.
9. Dates when the Lecturer attended the last Awarding Body standardisation meeting, if appropriate, or evidence of appropriate internal assessment staff training.
10. Evidence that the information from this meeting was disseminated to the department.
11. Date(s) for departmental standardisation meeting and Lecturer in attendance.
12. If the Lecturer assessing the piece of coursework was absent, what was done to ensure that the information was given to the Lecturer?
13. Copy of coursework marks sent to the Awarding Body.

APPENDIX II

Policy on External Assessments for External Qualifications (Enquiries About Results – EARs)

Any learner who wants to query a mark/grade awarded by an Awarding Body upon issues of results should follow the following procedure:

- 1 Contact the Examinations Officer **and** the subject teacher as soon as possible [but at least **10 working days before the published deadline for EARs**] in person to discuss the mark/grade. The IS Assistant Manager Examinations will advise on the options available to query the mark/grade and the costs involved.
- 2 Learners should be aware that EARs can result in marks/grade being raised, confirmed or lowered. Learners must sign a consent form to confirm that they understand the consequence of an EAR. Consent forms will be issued by the IS Assistant Manager Examinations.
- 3 The subject teacher will review the learner's marks/grades and discuss with the Head of Department to agree on the appropriate action taking into account the breakdown of marks, the grade boundaries and the learner's predicted grades.

If the Department agrees to support the EAR:

- (a) The request, together with the Learner's consent form, should be made to the IS Assistant Manager Examinations **before the published deadline for EARs**. The cost of the enquiry will be met by the departmental budget. If the EAR is successful, the fee will be refunded.

If the Department does not agree to support the EAR:

- (b) The Learner may appeal against the decision not to support an EAR. Appeals should be made in writing to the Examinations Office, at least **5 working days before the published deadline for EARs**. The appeal should state, in detail, the reason(s) for the appeal. This appeal should be signed and dated and should include the daytime contact telephone number of the Learner, parent or guardian. The appeal information will be reviewed by the IS Assistant Manager Examinations and a member of the Senior Management Team; the outcome of the appeal will be communicated by telephone and 1st class letter post within 24 hours of receipt. The decision is final.
 - (c) If the centre does not support the EAR the Learner may still proceed with the EAR but all costs involved will be paid by the Learner at the time the EAR is made. No EARs will be made until fees are paid. Requests must be made in person to the IS Assistant Manager Examinations **before the published deadline for EARs**. If the enquiry is successful the fee will be refunded to the learner.
- 4 Outcomes following the EARs will be forwarded by the IS Assistant Manager Examinations to the Learner as soon as they have been received from the Awarding Bodies

. Equality and Linguistic Impact Assessment & Screening Document

This document is used to record the assessment of whether or not a policy, practice or provision - or a change to them - will have a negative or positive impact on the equity of a protected characteristic or on the use of the Welsh Language.

Stage 1 – Initial Screening

Firstly consider what item is being assessed and what is its purpose?

Using the boxes below, provide a description of the policy, practice or provision being assessed with a short statement about what the item is intended to achieve (its aims and objectives) and who is affected, eg staff, students, parents/carers, partners, etc.

Description of item: Appeals Against Internal Assessments and External Qualifications
Aims & objectives: To provide a concise and equitable policy to address Appeals Against Internal Assessments and External Qualifications in line with awarding organisation guidance
Those affected – eg students: learners, members of staff,

Considering the item being assessed, use the boxes below to record your initial thoughts on the possible consequences for the nine protected characteristics and the use of the Welsh Language.

Protected Characteristic	Potential impact positive or negative
Sex Also called gender, means a man or a woman	If either males or females feel less inclined to appeal NPTC could lose opportunities to resolve these issues
Race Refers to the protected characteristic of Race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins	If an individual from any ethnic minority were less inclined to appeal an outcome NPTC could be at a disadvantage in ensuring we promote good relations amongst and between people from all ethnic and national backgrounds

Protected Characteristic	Potential impact positive or negative
<p>Age Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds).</p>	<p>If particular age groups may feel less inclined to appeal an outcome – NPTC could lose opportunities to resolve issues with certain age groups if this was the case</p>
<p>Gender Re-assignment The process of transitioning from one gender to another</p>	<p>If individuals who are transitioning or intend to transition gender are less inclined to appeal an outcome NPTC we would be disadvantaged in our efforts to ensure elimination of discrimination of anyone undertaking gender re-assignment</p>
<p>Sexual Orientation Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes</p>	<p>If anyone from a particular sexual orientation felt less inclined to appeal an outcome NPTC could be at a disadvantage in ensuring we promote good relations amongst and between people from all sexual orientations</p>
<p>Religion & Belief Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.</p>	<p>If individuals with any or no religious belief felt less inclined to appeal an outcome NPTC could be at a disadvantage in ensuring we promote good relations amongst and between people from all beliefs and those who do not have a belief system</p>
<p>Pregnancy & Maternity Pregnancy is when expecting a baby, Maternity refers to period after the birth</p>	
<p>Marriage & Civil Partnership Marriage - between same or opposite sex couples, Civil Partnership - same sex couples</p>	
<p>Disability Any long term condition that affects day to day activity. Conditions include hearing, visually & physical impairment, learning disability, mental health, cancer, HIV & MS</p>	<p>Those with disabilities may find the process less accessible or easy to follow and we could then be at a disadvantage in efforts to resolve issues</p>

Welsh Language	Potential impact positive or negative
The Welsh Language (Wales) Measure 2011 establishes equal rights for Welsh speakers, based on these principles; In Wales, the Welsh language should be treated no less favourably than the English language & persons in Wales should be able to live their lives through the medium of Welsh if they choose	Welsh speakers would be negatively affected if policy and procedure was only available in English
Explanation – if appropriate	
Priority Level: high/medium/low	

Stage 2 – Analysis

Based on the screening process above you will need to carry out analysis to verify your initial decision. Below you need to show what equality and linguistic analysis has been done on this item? List the evidence, data or sources used to analyse the impact of this item. (include any, data, reports, surveys or web links utilised in the process)

Protected Characteristics	Data Source & Findings
Sex	With all protected characteristics we have very limited data to analyse in relation to the appeals process. The present methods for collecting data have not proved a reliable and consistent source of information so an action needs to be formulated to address this issue
Race	
Disability	
Sexual Orientation	
Age	
Pregnancy & Maternity	
Marriage & Civil Partnership	
Religion & Belief	
Gender Re-assignment	
Welsh Language	
Welsh	

Stage 3 – Engagement/Consultation & Assessment

Following your analysis, you now need to record how you have assessed the item and who was engaged in the process. How was an assessment of the equality and linguistic impact reached and who was involved in the decision?

Group impacted	Nature of positive and/or negative impact or explanation for no identified impact
Sex	<p>With all protected characteristics we have very limited data to analyse in relation to the complaints system.</p> <p>The present methods for collecting data have not proved a reliable and consistent source of information so an action needs to be formulated to address this matter.</p> <p>A review of the previous forms shows some amendments would improve the layout and the content.</p>
Race	
Disability	
Sexual Orientation	
Age	
Pregnancy & Maternity	
Marriage & Civil Partnership	
Religion & Belief	
Gender Re-assignment	
Welsh	

Stage 4 – Mitigation & Changes

Finally, detail what changes have been made or are scheduled for change following the assessment & engagement to reduce or eliminate any adverse impact?

Impact	Possible change	Recommended & actioned
A dearth of statistical information has resulted in NPTC being unable to fully consider the impact on all of the protected characteristics	All appeals will be monitored via the complaints process to enable further analysis	Agreed by policy author AP: Quality Completion date 9 January 2015

Statement of justification and mitigation where negative impact cannot be avoided

At present we are not clear if there is any definite negative impact so will revisit this ELIA in one year's time using the data from the revised equal opportunities form to consider the matter again.

Record of Evidence

1. Consultation

What consultation has taken place? (state when and who with)

Consultation process	Findings
No formal consultation took place for this item as we relied on previously collected feedback	N/A

2. Publication

When will the E&LIA be published?

Date and method:

ELIA will be published as an appendix of the Appeals Against Assessment Process Policy – October 2015

3. Monitor & Review

How will this item be reviewed & monitored

Lead person or group responsible and review dates :

AP: Quality & SO: Diversity
Review in October 2016

Checklist

- Has the alternative format statement been included at the start of the policy document?
- Has the document been formatted in line with NPTC Group publication guidelines and policy template?
- Has the Equality & Diversity paragraph been adapted and included?

- When you have completed the ELIA paperwork please ensure it is added as an appendix to the relevant policy or procedure
- Any questions? please contact the Senior Officer: Diversity on 01639 648175 or by email lesley.blower@nptcgroup.ac.uk

Signature of Assessment Manager

Name (Print): A.J. Williams

Signature: *AJWilliams*

Date: 9.1.15