



Assessment Appeals Procedure

Issued – 01/09/03

Last Reviewed – May 2018

Next Review Date – May 2019

Responsibility: Envisage Business Partners

Version 3

Introduction

This policy applies to all Envisage's learners on all of its courses and assessments.

All of our courses have published and agreed procedures and criteria against which learners are assessed as set out by the relevant awarding body. All assessors have achieved appropriate assessors' awards & have been approved by the relevant awarding body for each course they assess. Assessors will judge sufficiency of performance against the criteria for each qualification. Failure to comply with the stated procedure and paperwork, or assessment by an unapproved assessor renders the assessment invalid.

Envisage ensures compliance with assessment procedures through application of its quality assurance policy and the awarding bodies' conditions of recognition which are reviewed annually.

If a learner wishes to appeal against their assessor's decision, they should do so in writing, within 30 days of receiving their assessment results.

Learners can appeal against an assessment decision relating to:

- The mark for an individual item of coursework for example; worksheets, case studies or plans
- The final result of an element of assessment for example; planning, teaching, and or evaluation
- The external assessment for example; theory papers
- The final overall decision for a qualification.

Grounds for Appeal

An appeal may be made if:

- The assessment was not conducted according to the awarding body's or centre's regulations
- Medical or other extenuating circumstances arose during the assessment process which affected the learner's performance
- There was irregular or inappropriate or irregular behaviour on the part of the assessor or anyone associated with the assessment for example a volunteer 'client'.

When considering or conducting an appeal, the learner should

- Inform their assessor of their intention to appeal when it is possible to do so on the assessment day, and inform them of their reasons for doing so.
- If the appeal cannot be resolved through discussion, the learner should write to Envisage including the following information:
- Name
- The title of the course attended
- Assessment date & venue.
- Full details about the grounds on which the appeal is based
- Full copies of supporting documents, to include a full, original copy of the assessment LAR [Learner Assessment Record] and any relevant learner documents or evidence

Please address your comments to: **The Internal Quality Assurance Team, Envisage, 80 Church Street, Glossop, Derbyshire, SK13 7RN**

Fees

There is no charge for submitting an appeal to Envisage but should the appeal need to be referred onto the awarding body for the qualification, there may be a fee payable, depending on the awarding body involved. Any fees will be paid directly to the awarding body as part of their appeals process.

Appeals Relating to Assessment of Practical Skills

It is extremely difficult to investigate appeals without impartial evidence. Appeals against referrals in practical teaching and instructing must, therefore, be accompanied by video evidence. Candidates are at liberty to video any part of their own assessment. Envisage takes no responsibility for any arrangements or equipment related to such action. Any video arrangements must not interfere with other candidate's access to assessment opportunities or disrupt the smooth running of the day. Notice of intention to video must be given during the assessment planning phase.

Should a learner wish to complain rather than appeal they should follow the process detailed in Envisage's customer service & complaints policy.

Appeals Process

Your appeal will be acknowledged within 7 days of receipt.

A member of our Internal Quality Assurance (IQA) team will carry out an initial review of the appeal. On provision of the information detailed above a full investigation will then be carried out.

Learners who appeal will be informed in writing of the outcome of this investigation within 21 days of receipt of the appeal.

If it is not possible to satisfactorily resolve the matter at this stage, the appeal will then be referred on to the appropriate awarding body. If this is required, learners will be provided with full details of the particular awarding body appeals process.