



**EXAMS  
COMPLAINTS  
AND APPEALS  
PROCEDURE**



**Our procedure is designed to promote quality, consistency, accuracy and fairness in assessment and awarding.**

The learner will have produced coursework that has been authenticated as original work. All learners are given written and oral advice about the production of the coursework and deadlines to be met. Within a curriculum area, all learners are given adequate and the same time to produce the coursework.

Internal assessments are conducted by staff having the appropriate knowledge, understanding and skills. The consistency of the internal assessment is secured through the departmental assignment brief, mark scheme, marking criteria and internal standardisation as necessary.

Each Awarding Body specifies detailed criteria for the internal assessment of the work and staff responsible for internal standardisation will attend any training sessions given by the Awarding Organisations.

The Awarding Body moderates the assessed course work and the final mark awarded is that of the Awarding Organisations. This mark is outside the control of Blackburn Gould and Associates and is not covered by this procedure.

The grounds for appeal relate **only** to the procedures used in arriving at internal assessment decisions or the production of externally assessed work and do **not apply** to the marking judgments themselves.

It should be noted that the learner cannot appeal the mark awarded, only the procedure to award marks, as all internally assessed marks are verified by the Awarding Body following submission by the Centre.

### **Stage 1:**

If a student wishes to appeal about how his/her internal assessment marks have been awarded then the following procedures must be followed:

- (a) The appeal should be made in writing, stating the details of the complaint and the reasons for the appeal.
- (b) The appeal must be submitted before the end of study.

The assessor concerned in marking the assessment which is the subject of the appeal will respond to the appeal in writing to the IQA within two working days; a copy will be given to the learner.

### **Stage 2:**

If the learner is not happy with the written response they have received then they can request a personal hearing before an appeals panel.

- The request for a personal hearing must be made within 14 working days of receipt of the written reply to the stage 1 appeal.
- The appeals panel will consist of the Examination Officer, the IQA of the subject concerned and the Executive Director.
- The learner will be given at least 5 working days notice of the hearing date.
- A breakdown of how the marks were awarded will be given to the learner in advance of the appeal hearing.
- The learner may bring a parent/carer to the hearing.
- The assessor involved will be present at the hearing.

The Examinations Officer will convey the outcome of an appeal and the reasons for that outcome in writing to the learner.

A written record of all appeals will be held by the Examination and Quality Office.

All appeals will include a review of the procedure used at Blackburn Gould and Associates to award marks for internal assessments to ensure that this complies with the requirements of the Awarding Body and the published Code of Practice.

All appeals will be resolved before the final issue of results from the Awarding Body. Blackburn Gould and Associates will inform the Awarding Body of the outcome of any appeal



which has implications for the conduct of examinations or the issue of results. Full details of any appeal will be made available to the Awarding Body on request.

### **Stage 3:**

If the learner is not happy with the response they have received from the appeals panel they can request this be escalated to the relevant Awarding Organisation

- The request for an appeal to be escalated to the Awarding Organisation must be made in writing to the Examination Manager within 14 working days of receipt of the written response to the Stage 2.
- The Examination officer will forward the appeal and all supporting documentation from the appeal, to the Awarding Organisation within 5 working days.
- The Awarding Organisation will process this appeal in accordance to the appeals procedure, which can be found on the Awarding Organisation website. If the learner is not happy with the Awarding Organisation's outcome, the learner can appeal the decision with the relevant Qualification Regulator.
- Blackburn Gould will provide any information relating to the learner when requested by the learner within 14 days of receiving a request from the learner.
- Further information can be obtained from the specific Awarding Organisation Website.