



# The Wellington Academy BTEC Appeals/Complaints Policy

## Rationale

The rationale for this policy is to, enable the learner to enquire, question or appeal against an assessment decision. To attempt to reach agreement between the learner and the Assessor at the earliest opportunity. To standardise and record any appeal to ensure openness and fairness. To facilitate a learner's ultimate right of appeal to the Awarding Body and the Office of the Independent Adjudicator (BTEC Level 1-Level 3). Lastly, to protect the interests of all learners and the integrity of the qualification.

In order to do this The Wellington Academy:

- The HOD, LIV, and or the Assessor will ensure that learners are made well aware of the schools appeals policy and procedure, during the course induction. Learners will also be given access to this appeals policy by the assessor.
- The HOD and or LIV will record, track and validate any appeal. The HOD and or LIV will make sure that any appeal, is shared (by email) with the QN, within 24 hours of the appeal being made.
- The HOD, will ensure that an appeal is forward to the Awarding Body when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted. This information will be shared with QN , EO and SLT lead , 48 hours before it is sent to the Awarding Body
- The HOD and or LIV will keep appeals records for inspection by the Awarding Body for a minimum of 18 months.
- The HOD, and LIV 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. The QN and LIV will internally verify 100% of learners work. The QN and SLT lead will meet with all learners and observe the assessor, to ensure any appeals outcomes are actioned.

- The QN and SLT Lead will monitor appeals to inform quality improvement.

## Appeals procedure

**Stage 1 – informal discussion with member of staff assessing.** If a resolution is found, the member of staff should record the discussion for reference only, as part of best practice. If a resolution is not achieved, the discussion should be formally recorded and passed on to the programme leader, unless the decision under review is that of the programme leader. If this is the case, the QN or the Senior Management Line Manager for the subject area should be approached.

**Stage 2 – formal review.** Programme leader and IV/Lead IV review the assessment decision. A written reply will be given to the learner within 2 school weeks.

**Stage 3 – Appeal hearing.** The learner must apply to the Headteacher in writing within 4 school weeks of the initiation of the stage 2 formal review. An appeal panel, appointed by the Headteacher, will meet and review the evidence. A formal response will be given to the learner.

**Stage 4 – External appeal:** The grounds for appeal and any supporting documentation must be submitted by the centre to Edexcel within 14 days of the completion of Stage 4: a fee is levied.

## Responsibilities in Appeals

**Learner:** responsible for initiating the appeals procedure, in the required format, within a defined time frame, when s/he has reason to question an assessment decision.

**Assessor:** responsible for providing clear achievement feedback to learners. If assessment decisions are questioned, the assessor is responsible for processing the learner's appeal within the agreed time.

**Internal verifier/lead internal verifier/senior management:** responsible for judging whether assessment decisions are valid, fair and unbiased.

**Head of Department:** responsible for submitting an appeal in writing, to Edexcel if the learner remains dissatisfied with the outcome of the centre's internal appeals procedures.

**This policy will be reviewed annually by the Quality  
Nominee and Examinations Officer**