Appeals Policy & Procedure

1. Purpose

This procedure ensures that all learners have the right to appeal an assessment decision they believe to be unfair or incorrect. It sets out a clear, fair, and transparent process in line with awarding Organisations requirements.

2. Scope

This procedure applies to:

- All learners undertaking vocational qualifications at Cadet Vocational College
- All staff involved in assessment and internal quality assurance

3. Objectives

1. To enable learners to enquire, question, or formally appeal any assessment decision
2. To encourage early resolution through discussion between the learner and the Assessor
3. To ensure all appeals are recorded and handled in a consistent, fair, and transparent manner
4. To support a learner's right to escalate an appeal to the Awarding Organisation or the Office of the Independent Adjudicator (for BTEC Level 4–7), where appropriate
5. To protect the rights of all learners and uphold the integrity of the qualification

To do this, we will:

- Inform the learner at induction, of the Appeals Policy and procedure
- Record, track and validate any appeal
- Forward the appeal to the Awarding Organisation when a learner considers that a decision continues to disadvantage THEM after the internal appeals process has been exhausted
- Keep appeals records for inspection by the Awarding Organisation for a minimum of 3 years
- Have a staged appeals procedure
- 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
- Monitor appeals to inform quality improvement

Stages of Appeal

Stage 1: Informal review with Assessor

The learner discusses the assessment decision with their Assessor within 5 working days of receiving the result. The Assessor provides feedback and explains the decision based on assessment criteria.

If the issue is resolved, the appeal ends here. If not, the learner may move to Stage 2.

Stage 2: Formal appeal to Internal Quality Assurer (IQA)

The learner submits a formal written appeal within 10 working days of the informal review.

The IQA reviews the assessment evidence, Assessor feedback, and awarding body standards.
The IQA may:

Uphold the original decision, or recommend re-assessment or amendment.

A written outcome is provided within 10 working days of receiving the appeal.

Stage 3: CV College Appeal Panel Review

If unresolved, the learner may escalate to a panel, consisting of the Quality Manager, a different IQA, and an impartial senior staff member. The panel reviews documentation and may meet with the learner and Assessor. The panel issues a final internal decision within 15 working days.

Stage 4 – External Appeal to Awarding Organisation

If still dissatisfied, the learner may submit a further appeal directly to the relevant awarding body (e.g., City & Guilds, Pearson). CV College will support the learner in this process if requested.

Record Keeping

All stages of the appeal are documented and securely stored for a minimum of 3 years, in line with awarding organisation requirements.

Learner Support

Learners have the right to be accompanied by a parent/guardian, or staff member at any stage.
Learners will not be disadvantaged for raising an appeal.

Review of Procedure

This procedure is reviewed annually or in line with updates from awarding organisations.

Useful website links:

- BTEC qualification specifications (These provide guidance on assessment for each BTEC qualification)
- Enquiries and appeals about Pearson vocational qualifications and End Point Assessment Policy
  (This is Pearson's policy on learner appeals. Please note, this does not apply until internal centre processes have been exhausted)
- ILM policies and guidance