



Appeals Procedure for Candidates

Responding to your concerns

There are two levels of appeal: Marking query (p1) and Appeals Procedure for Candidates (p2-3). Both are explained in this document.

Marking query

This is when a candidate accepts the outcome of an assessment but is questioning the mark awarded as a result of the assessment – suggesting there may have been an error in arithmetic or in transcribing results from one record to another.

In this instance the query will be reviewed at the earliest opportunity by an appropriate person as identified by the centre coordinator. In most instances it will be handled directly by the centre coordinator unless they have been directly involved in the process that led to the query.

The review will in this instance focus entirely on the assessment process – checking relevant documentation at all stages of assessment, verification and reporting to check for errors. It will not involve any review of the candidate's submitted work.

If the original marks are found to be correct the candidate will be informed immediately no further action will be taken.

If any errors are found to have occurred then the necessary corrections will be made and both candidate, assessors, verifiers and, where relevant (ie if the error is found after marks have been submitted) ILM will be notified

Review

Where an error has been found then processes and individual's work will be reviewed and recommendations made to minimise the risk of future errors.



Appeals

The Centre's **Appeals Procedure for Candidates** is intended to provide a formal means for candidates to challenge an outcome of assessment.

Stage 1

Lodging an appeal - As a candidate, If you are not satisfied with an outcome of an assessment, you should submit your appeal to us in writing within 30 days of the feedback being given.

Appeals should be addressed to the Centre Co-ordinator and must include the following:

- Date and type of assessment
- Grounds on which the appeal is made
- Supporting documentation to corroborate circumstances, if appropriate

We will acknowledge an appeal that is lodged with us, within 14 days of receiving the written appeal.

Stage 2

The will organise an investigation of the procedures followed, and will include a review of candidates' own work. The investigation will be conducted by a named person, appointed by the Centre Co-ordinator, who has not been involved in the initial assessment decision.

The Centre Co-ordinator will provide feedback to the assessor, verifier and candidate on the outcome of the investigation along with a proposal for resolving the appeal, within 30 days of acknowledging the appeal.

During the appeal procedure we will ensure that we retain all of the candidate's documentation, safely and securely.

If the appeal is upheld the candidate will receive a written apology, confirmation of the amended assessment and offered the option to have a different assessor to complete the award.

If the appeal is not upheld the candidate will be informed and reminded of the remaining stages of the appeal process should they not accept the decision and wish to pursue their case further.

Stage 3

If the appeal has not been resolved, the case will be taken to the Board of Directors, who will review all aspects of the appeal and make any final recommendations about possible solutions to resolve the appeal.

Stage 4

In the case of unresolved appeals, the Centre Co-ordinator will contact ILM on behalf of the candidate, and at this stage the ILM Appeals Procedure will apply.

Additional Notes

We inform all candidates that an appeals procedure relating to assessment decisions exists within the centre.



All candidates at the centre have access to a copy of the **Appeals Procedure for Candidates** as part of their induction.

Our Centre Co-ordinator manages appeals, including the dissemination of information about the procedures to staff.

Our centre allows the candidate to be supported in the presentation of their case by a parent, guardian or friend.

A written record of all appeals is be maintained by the centre. The written record that is kept includes the outcome of the appeal and it includes the reasons for that outcome. A copy of which is also sent to the candidate.

All candidates are able to gain access to:

- The marks awarded to them by our centre for an assessment.
- All comments recorded by our centre relating to their assessed work.
- Any correspondence between our centre and the Awarding Body relating to their assessed work.
- Information, if available at the time of the appeal, as to whether their work was sampled by the Awarding Body.
- The moderated mark given to the work by the Awarding Body, if known relevant Awarding Body procedures for the conduct of assessments.

Our centre will inform the Awarding Body of any outcome from an appeal which has implications for the conduct of the examination or the issue of results at our centre.

Full details of any appeal are available to the Awarding Body on request.

Policy reviewed on 20/04/16. Next review due by 20/04/17.