

# **Candidate Appeal Structure**

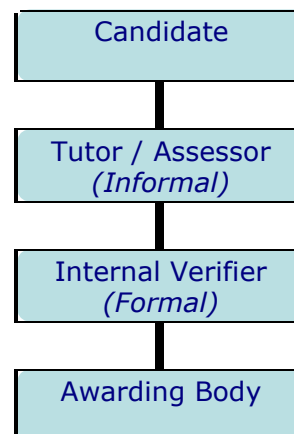
## *Speaking & Listening and Maths EL3 Exams only*

Assessment within Functional Skills qualification is ongoing with the candidate fully participating in the assessment process, e.g. through assessment planning and reviews of performance.

If this participation is taken seriously then it must be accepted that there will be times when the candidates and tutor/assessor perceptions, of whether agreed evidence (agreed during assessment planning/review stages) meets the standards, are going to be different.

If this occurs, the candidate should have the right to appeal via an accessible and open system. The characteristics of our appeals structure related to Functional Skills will include:

- Access to fair and reliable assessment
- Clear and prompt response times
- Stages that provide all parties with the opportunity to put their case
- Clear outcomes
- Constructive feedback
- Be related to the Candidates assessment records
- A formal recording system
- Evaluation of appeals



Response times to appeals will be measured in days rather than in months or years and not be so bureaucratic as effectively to nullify the purpose of having such a system.

### **Stage 1: Assessor and Candidate**

Where a candidate disagrees with the assessment given, he/she must explain the reasons for this with the assessor concerned, as soon as possible. In the circumstances this will be immediately after receiving the assessment decision.

The assessor must consider the candidate's explanation and provide an immediate response through:

- A clear explanation/reiteration, as appropriate, of the assessment decision following a re-evaluation of the evidence.
- Completion of Section 1 of the Candidate Appeal form.
- Amendment of the Candidates Assessment Record, if appropriate.
- If the candidate agrees with the decision then the appeal need not proceed further.
- Where the candidate remains unhappy with the decision reached, the appeal must proceed to Stage 2.

### **Stage 2: Internal Verifier Consultation**

The assessor concerned must forward the original assessment record and candidate's evidence and the candidate appeal form (section 1 complete) to the internal verifier.

The Internal Verifier will review the assessment decision. This will normally involve an evaluation of:

- The candidate evidence and associated records
- The assessors rationale for the decision
- The opinion of another assessor
- The opinion of the candidate

In doing so the internal verifier will complete Section 2 of the Candidate Appeal Form and provide the candidate with the reconsidered decision within 10 working days of receiving the appeal.

If the candidate disagrees with the decision, the internal verifier must inform the External Verifier that there is an unresolved appeal. The External Verifier will review the evidence from Stage 1 and Stage 2 and provide the candidate the reviewed decision in approved timescale.

Where the candidate remains unhappy with the reconsidered assessment decisions, the appeal must proceed to Stage 3.

### **Stage 3: Awarding Body**

Where candidates remain unhappy with the decision made at Stage 2 they will have the right to forward their case to the Awarding Body. The Internal Verifier concerned at stage 2 must forward relevant details to the Awarding Body. These should include:

- Candidate Appeal Form – appropriate sections completed
- Assessment Record Sheet(s)
- Any written comments of the Internal Verifier (perhaps providing background details)

Records of all appeals are to be logged and made available as appropriate to:

- The External Verifier
- The Centre Co-ordinator

The following documents should be attached to this procedure:

#### **Candidate appeal form – SECTIONS 1, 2 & 3**

The appeal form will facilitate the candidate, assessor and the internal verifier/external verifier to formally record their evidence in the event of an appeal. Alternatively, an appeal can be lodged by letter. The letter should contain the following information, candidate name, assessor name, date of assessment, the circumstances for requesting an appeal, any initial decision taken by the assessor and a formal request to move the appeal to Stage 2 of the appeals procedure.

# Appeal to Externally Marked Exams

Candidates must request the appeal via email.

For funded programmes, with the approval of the Training Centre Manager, centre will cover the cost of Review of Marking however if the overall result does not change, learner will be liable to cover the fees paid by the centre.

Below is the appeal route for paid candidates:

|                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Clerical Check</b>                                                 | <p>City &amp; Guilds will manually check the candidate's completed answers against the responses held in the system. It involves checking the following:</p> <ul style="list-style-type: none"> <li>the marking of the candidate's answers,</li> <li>the recording and totalling of the candidate's answers,</li> <li>that the grade boundaries have been applied correctly.</li> </ul> <p><b>Feedback provided:</b> NONE</p>                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Review of Marking</b>                                              | <p>The review of marking gives a candidate or centre the opportunity to question the result of an assessment marked by City &amp; Guilds, if they believe the marking was inaccurate. This service is available for exams and other externally marked assessments. It involves both:</p> <ul style="list-style-type: none"> <li>a clerical check as described in the previous section, and</li> <li>a review of marking by a senior examiner.</li> </ul> <p>The review of marking is designed to identify any marking errors for example:</p> <ul style="list-style-type: none"> <li>an administrative error,</li> <li>applying the mark scheme incorrectly.</li> </ul> <p><b>Feedback provided:</b> A report on the candidate's performance, including feedback on any questions where the candidate received less than half the marks available</p> |
| Both of the above checks will be carried out as part of your payment. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Timelines</b>                                                      | <p>Deadline for applications 10 working days after release of results</p> <p>Acknowledgment 5 working days after receipt of application</p> <p>Written outcome 35 working days of the date of the acknowledgement</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Process</b>                                                        | <p>Please settle a payment of £115 to</p> <p><b>Account name:</b> Intech Centre</p> <p><b>Account number:</b> 91774794</p> <p><b>Sort code:</b> 40 03 33</p> <p>Please, put your name as a payment reference.</p> <p>Depending on the outcome of the Review, you could be partially refunded as below:</p> <ol style="list-style-type: none"> <li>Administration fee: £50 (non-refundable)</li> <li>Clerical check &amp; externally marked assessments review of marking: £65 (refundable, if the outcome is in favour of the candidate and result changes)</li> </ol>                                                                                                                                                                                                                                                                                |
| <b>Consent</b>                                                        | <p><b>By sending the fee, you agree that you to give consent to us to make an appeal application on your behalf and you are aware that your grade could be lowered as a result.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |