



MERCIA PARTNERSHIP

Appeals Policy

Introduction

This Policy is designed to provide information to learners and staff on our appeals procedure. It recognises that learners seeking qualifications that are either internally or externally assessed, have a right to seek a review of decisions that affect them. It is designed to link with learners' rights outlined in the Access to Fair Assessment Policy and enable learners to challenge decisions made by Mercia Partnership in a constructive and open way, this also informs the learner's rights to appeal to other parties where appropriate.

Reason(s) for Appeal

Appeals may be lodged on the following grounds:

- That in the assessment or marking, the stipulated assessment procedure was not followed, or
- Information is or was available which could have had a bearing on the assessment or mark, but which was not taken into account by the examining board/assessors or was unreasonably rejected
- Application for Reasonable Adjustments and Special Considerations
- Action taken against you following an investigation into malpractice and maladministration

Appeals Against Marks/Grades Awarded by External Bodies including higher education institutions (HEI)

Where a learner is appealing against a grade or a result of an external test/examination and is an approved entry of Mercia Partnership, the learner must lodge the appeal through the examination officer. Learners will be required to sign to say that they are seeking an appeal. Before processing, the appeal will require the signed support of the Internal Quality Assurer (IQA) and Head of Operations & Quality. Mercia Partnership will register the appeal with the said body and will provide the learner with details of the appeals procedure, indicating appropriate time- scales, by which Mercia Partnership and the learner are bound.

Appeals Against an Internal Assessment procedure or grading/assessment decision:

All appeals against an Internal assessment or grading decision will be subject to the following staged procedure:

Process

Stage 1 – Head of Operations & Quality

- The learners must lodge notice of an appeal, in writing or via email, to his/her Head of Operations & Quality within 3 working days of receiving the assessment/examination results, stating the grounds for the appeal. In extenuating circumstances, such as authorised illness, holiday or absence from the country, an appeal after this time would be considered
- Mercia Partnership appeals procedure, the Head of Operations & Quality will investigate the circumstances of the appeal and reconsider the assessment decision with reference to the assessment criteria and in consultation with the internal verifier
- The Head of Operations & Quality will notify the learner in writing of the outcome within 5 normal working days.
- In cases where the learner remains dissatisfied with the outcome of stage 1, she/he may progress the appeal to stage 2

Stage 2 – Managing Director

- The learner must appeal in writing or via email, to the Managing Director within 5 normal working days of receiving notification from the Head of Operations & Quality
- After investigating all the circumstances of the appeal, consultation with the internal and external verifiers, the Managing Director will notify the learner of the outcome, in writing, within 5 normal working days
- In cases where the learner remains dissatisfied with the outcome of stage 2, she/he may progress the appeal to stage 3

Stage 3 – Chief Executive Officer

- The learner must appeal in writing or via email, to the CEO within 5 normal working days of receipt of the decision from stage 2
- The CEO will then convene a meeting to include the Managing Director and Head of Operations & Quality, to which the learner will be invited and may be accompanied by a representative. The meeting will review the evidence for the appeal and the outcomes from stages 1 and 2, together with other such reports, records and assessments which may be necessary to reach a decision
- Following the meeting, the learner will be notified of the outcome, in writing, within 5 normal working days
- In cases where the learner remains dissatisfied with the outcome of stage 3, she/he may progress the appeal to the final stage, stage 4

Stage 4 – Appeal to Awarding Body/Ofqual

CACHE's Customer Support Team

Telephone: 0845 347 2123

In writing to:

Customer Support Team

CACHE

Apex House

81 Camp Road

St Albans

Herts

AL1 5GB

Innovate Awarding

Telephone: 0117 314 2800

Email: contactus@innovateawarding.org

Further info: www.innovateawarding.org

1st 4 Sport

Further Information: www.1st4sportqualifications.com

In writing to:

The Incidents and Investigation Manager (IIM)

1st 4 Sport Qualifications

Coachwise Ltd

Chelsea Close

Amberley Road

Armley

Leeds

LS12 4HP

Further Information: www.1st4sportqualifications.com

IQ

Email: Complaints@industryqualifications.org.uk

Further info: <https://industryqualifications.org.uk/centre-portal/general-guidance/company-policies/iq-enquiries-and-complaints-procedure>

In writing to:

Business Improvement Team

Industry Qualifications Ltd

Coppice House

Halesfield 7

Telford

Shropshire

TF7 4NA

BCS

Telephone Phone: 01793 417417

Email: customerservices@bcs.uk

Further information: <https://certifications.bcs.org/upload/pdf/complaints-policy.pdf>

In writing to:

BCS Customer Service Team

1st Floor, Block D

North Star House

North Star Avenue

Swindon

Wiltshire

SN2 1FA

Pearson Edexcel

Information is available at: <https://qualifications.pearson.com/en/support/contact-us/feedback-and-complaints.html>

AQA

Email: complaints@aqa.org.uk

Further info: <http://www.aqa.org.uk/contact-us/complaints-and-feedback>

In writing to:

Complaints Manager
AQA Devas Street
Manchester
M15 6EX

OCR

Email: Complaints@ocr.org.uk

Telephone: 01223 553998

Further info: <http://www.ocr.org.uk/Images/16274-complaints-policy.pdf>

In writing to:

Complaints Team
1 Hills Road
Cambridge
CB1 2EU

Learners may also complain to Ofqual, if all aspects of the Centre's internal processes have been exhausted then you may contact:

Ofqual

Email: public.enquiries@ofqual.gov.uk

Telephone: 0300 303 3344

In writing to:

Spring Place
Herald Avenue
Coventry
CV5 8BA

Monitoring

Complaints are reviewed regularly to identify any trends which may benefit from additional processes or indicate a need to take further action.