

ETT Appeals Policy

Signed: 

Position: Chief Executive

Date: November 2020

Review Date: November 2021

Introduction

ETT aims to ensure that all of its assessments and assessment results are fair, consistent and based on valid judgements. However, we recognise that there may be occasions when a candidate may wish to question a decision made.

Our appeals process is intended to provide a formal means for candidates to challenge an outcome of an enquiry about examination results and/or assessments. Also, where appropriate, candidates can challenge other procedural decisions. All appeals will be dealt with in a fair and consistent way.

Grounds for Appeal

Appeals can be grouped into the following four categories:

- Examination Results
- Assessment Decisions
- Malpractice Decisions (please refer to the 'Enquires and appeals for Qualifications' document, available on the City & Guilds website, www.cityandguilds.com)
- Access Arrangements and Special Consideration

Section 1

Process for appeals against examination results

If a candidate is dissatisfied with examination results and has reasons to suspect they may not be accurate, the first step to take is to make an enquiry about results. An enquiry to review an examination result must be received by City & Guilds within 40 working days of the date of notification of the result. Candidates may contact City & Guilds directly to enquire against their examination result or they can ask ETT to make an enquiry on their behalf.

Centre enquiry about an examination result on behalf of candidate(s)

ETT can make an enquiry about an examination result on behalf of one or more candidates. Candidates should discuss their case with ETT before the request is made. Please note that it is only possible to request an enquiry for an examination that is marked by City & Guilds.

ETT must send the following to the appeals@cityandguilds.com, within 40 working days of the date of release of the result:

- forms available from the City & Guilds website (www.cityandguilds.com)
- copy of the official notification of the examination result.

Candidate enquiry about an examination result

A candidate may contact City & Guilds directly to enquire about their examination result. The candidate must send the following to the Enquiries & Appeals Co-ordinator, Policy, City & Guilds, to be received within 40 working days of the date of notification of the result:

- **form is** available from City & Guilds website (www.cityandguilds.com)
- copy of the official notification of their examination result - available from their centre
- the relevant fee

Candidates should also refer to the **City & Guilds** 'Enquires and appeals for Qualifications' for more information and relevant fees.

What happens next?

City & Guilds will send an acknowledgement letter on receipt of the enquiry. For multiple choice question examinations, including on-line assessment – City & Guilds will check the candidate's completed answers against the responses held in the City & Guilds system. This will ensure the scanner or computer correctly picked up and recorded what the candidate marked. City & Guilds will then check to ensure the correct grade was awarded.

For written answer examinations - City & Guilds will check the candidate's answer book to ensure the marks recorded for each question have been allocated and totalled correctly. City & Guilds will then review the candidate's answers and provide a report on the candidate's areas of weakness in the examination. City & Guilds will notify the candidate within 32 working days of receipt of the request.

Outcomes

- If the decision is to alter the examination result in favour of the candidate, the centre/candidate will be sent a letter of notification. In the case of a candidate enquiry, the fee will be refunded by City & Guilds and the result will be amended. Where appropriate, replacement documentation will be issued without further charge.
- If the decision confirms the original examination result, the centre/candidate will be sent a letter of notification. In the case of a centre enquiry, City & Guilds will send an invoice for the appropriate fee. Information about appealing to the City & Guilds Group Appeals Board will also be sent.

- If the decision is to decrease the examination result, the centre/candidate will be sent a letter of notification and the result will be amended. In the case of a centre enquiry, City & Guilds will send an invoice for the appropriate fee. Information about appealing to the City & Guilds Group Appeals Board will also be sent.

Further information on the City & Guilds Review Board (Stage 2) and Independent Appeals Board (Stage 3) can be found within the **City & Guilds** ‘Enquiries and appeals for Qualifications’ document available on the City & Guilds website, www.cityandguilds.com

Section 2

Process for appeals against ETT assessment decisions

In the case of assessment decisions made by ETT, candidates must go through ETT’s own internal appeals procedure which is set out below.

The candidate should first discuss the reason for appeal with their assessor. This should ideally be done as soon as possible after the assessment decision. The assessor must consider the reasons for the appeal and must give the candidate an immediate response. The assessor’s decision will be confirmed in writing to the candidate.

If the candidate is not satisfied with the assessor’s final decision, a formal written appeal should be sent to the internal quality assurer (IQA) using the **ETT Appeal Form (Appendix 1)**. The IQA will reconsider the assessment decision taking into account the candidate’s reason for appeal, the candidate’s evidence and associated records, the assessor’s reason for the assessment and the opinion of another assessor from ETT.

The IQA must give the candidate the reconsidered decision, in writing, within ten working days of receiving the appeal. If the candidate is not satisfied with the findings of the IQA then the candidate has the right to go to the awarding body City & Guilds external quality assurer (EQA) but must inform the IQA that they wish to do so.

The IQA will provide the City & Guilds EQA with all the relevant information and evidence with regards to the assessment and previous appeal proceedings. The decision of the City & Guilds EQA is final.

City & Guilds will appoint an independent external quality assurer to

- review the centre’s internal appeals process
- review the original assessment and internal verifiers’ records

- check on the latest verification report

Centres and candidates will be notified of the outcome in a report outlining the findings of the review and the candidate's result. If the original decision is upheld, the centre will be charged for any visits made by the independent external verifier as part of the appeals process. If the original decision is reversed, no charge will be made for such visits.

Section 3

Process for appeals against access arrangements and special consideration

We recognise that there are some candidates who are prevented from demonstrating their achievement because of:

- A permanent or long-term learning disability, learning difficulty or medical condition
- A temporary disability, illness or indisposition
- English being a second or additional language
- The immediate circumstances of the assessment.

Access arrangements are approved before an examination or assessment and are intended to allow attainment to be demonstrated.

Special consideration is given following an examination or assessment to ensure that a candidate who has a temporary illness, injury or indisposition or who is otherwise disadvantaged by circumstances at the time of or during the examination or assessment is given some compensation.

All access arrangements and special consideration decisions are set out in the City & Guilds Access Arrangements document, which is available from the City & Guilds website www.cityandguilds.com.

How to Appeal

Candidates cannot apply directly for a review of a decision regarding access arrangements or special consideration and should discuss the matter with their centre. If a centre is not satisfied with the outcome of an application for access arrangements or special consideration, they may appeal to the City & Guilds Review Board.

An application to the City & Guilds Review Board must be received within 20 working days of the notification of the original decision.

ETT must send the completed Form GRBEX to the City & Guilds Review Board, which should be received within 20 working days of the date of notification of the original decision.

The City & Guilds Review Board will consider only whether the correct procedures were followed consistently and whether they were applied properly and fairly in arriving at

judgements. The City & Guilds Review process is not concerned with making judgements about candidates' work. It cannot change grades or marks previously issued.

If it finds the correct procedures were not followed during the access arrangements/special consideration process, appropriate remedial action will be taken.

What happens next?

The City & Guilds Review Board will send an acknowledgement letter on receipt of Form GRBEX. The City & Guilds Review Board will consider the information provided and establish whether all procedures have been correctly followed. They may make further enquiries for information from the candidate(s) or centre, examiners or staff as necessary.

The City & Guilds Review Board will notify the applicant of the outcome within 25 working days of the date of the acknowledgement letter.

Outcomes

- If the City & Guilds Review Board find that the appropriate procedures have not been followed, they will inform the applicant and they will recommend appropriate action to those responsible for the original decision.
- If the review confirms the required procedures have been followed correctly, the centre will be sent a letter of notification. In the case of a review requested by a centre, City & Guilds will send an invoice for the appropriate fee. Information about appealing further to the Independent Appeals Board will also be sent.

EAL Qualifications Appeals

GROUNDINGS FOR APPEAL

- Procedural irregularity: Procedures were not followed in accordance with EAL guidelines
- Perversity of judgement: the decision reached clearly breaches natural justice
- Administrative irregularity: incorrect advice being given by a responsible staff member which materially affects the outcome or decision

PROCESS FOR RAISING AN APPEAL

In order to appeal against a decision, you have 20 working days from the date EAL notified you of the decision. Customers should submit any appeal requests using the relevant Appeals Request Form and email to EAL via: customercare@eal.org.uk

If an appeal is submitted, you may choose to withdraw the appeal at any time, informing EAL of the reason.

STAGE 1 - All appeals to EAL will be acknowledged within 2 working days and we aim to respond with an outcome decision within 20 working days. EAL will undertake an internal review of the appeal to reach an outcome. In some cases the review process may take longer as further evidence or an investigation may be required. In such instances we will contact the appellant to inform them of the likely revised timescale.

STAGE 2 - Whilst all appeals are normally resolved at Stage 1, if you do not feel your appeal has been satisfactorily resolved, you have the right to take your appeal to Stage 2, whereby the EAL Appeals Panel will consider all evidence and assess whether procedures were followed consistently and applied properly and fairly in line with our policy to arrive at a judgement.

The Appeals Panel review process may involve:

- a discussion with the appellant or the learner and EAL personnel
- a request for further information from the appellant, the learner or EAL personnel
- a centre visit by authorised EAL personnel.

The Appeals Panel's decision is final and EAL will inform you of the outcome within 20 working days of the completion. If circumstances require additional time, EAL will keep you informed about the progress and the likely timescale for resolution.

If you still believe that EAL have not followed its appeals procedure correctly you are entitled to raise the matter with the relevant Regulator. Please note EAL will not re-review any decisions which relate to outcomes already given, unless additional evidence can be provided.

Where an investigation following notification from the Regulator indicates a failure in our processes, EAL will give due consideration to the outcome and will, as appropriate, take actions such as:

- Amend the profile record of the centre concerned;
- Identify any other learners who have been affected and amend the results for the learner(s) affected following an appropriate investigation;
- Correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure;
- Review our associated processes and policies to ensure that the 'failure' does not occur again

or mitigate the situation as far as possible if the failure that occurred cannot be corrected.



We will also cooperate with any follow-up investigations required by the Regulators and agree any appropriate remedial action with them. SQA Accreditation is unable to overturn assessment decisions or academic judgements.

FEES

A fee will be charged to cover administration costs and all fees are required to be paid in advance.
Appeals Fee (ex. VAT)

Stage 1
£150.00

Stage 2
£300.00