

POLICY & PROCEDURES

LEARNER ASSESSMENT APPEALS

POLICY OVERVIEW & INTENT

Policy Number	KAQA001	Version	V3
Policy Owner	Head of Quality and Learner Experience	Date Last Reviewed	26/06/2023

Policy Aims

Kingdom Academy aims to ensure the general principles of awards and qualifications set by Awarding Organisations and Regulatory bodies, have the widest possible access for all to assessment and accreditation. This document is to be read as the procedure for resolving any issue in respect of either access to assessment, or the assessment procedure itself.

Scope

This policy and procedure related to all learners undertaking accredited and non-accredited qualification and apprenticeships, and also includes the process relating to those undertaking Higher Education qualifications. The policy must be adhered to by all staff and associates of Kingdom Academy.

Terms/Definitions

- Appeal – to request a formal review of an assessment decision.
- IQA – Internal Quality Assurer
- Assessor – The person who carried out the assessment.
- Awarding Organisation – The organisation who accredited the qualifications.

POLICY & PROCEDURE - IMPLEMENTATION

1. APPEALS PROCEDURE FOR AN INTERNAL ASSESSMENT (NON HE)

1. This procedure is for all courses other than Higher Education Institution Validated Provision

- 1.1 If a candidate is not satisfied with an assessor's judgment of their competence or work or feels that the opportunity for assessment is being denied, in the first instance they should discuss this with their ATC/Tutor/Mentor.
- 1.2 If still unresolved then the assessment will be referred to the Quality Manager who will allocate an IQA to review the assessment.
- 1.3 The IQA will initially record the request on the Appeals log as soon as it is received, and then begin a review of the appeal.
- 1.4 The IQA will send a written acknowledgement of the appeal within two days of its receipt.

- 1.5 As a part of this process the IQA may wish to interview the candidate and tutor/assessor.
- 1.6 The IQA will contact the candidate within 21 working days with the outcome.
- 1.7 If the candidate is not satisfied with the outcome of the investigation, then they can appeal in writing through the centre to the Awarding Organisation and its decision will be final.
- 1.8 Throughout the whole process the candidate will be kept fully informed Kingdom Academy of the progress of the investigation.
- 1.9 All appeals will be documented by Kingdom Academy and made available to the external quality Assurer (EQA) and/or the Awarding Organisation if advice is appropriate.

2. APPEAL PROCEDURE AGAINST AN EXTERNAL ASSESSMENT DECISION

Where a candidate wishes to appeal against an assessment decision taken by an awarding organisation (CMI/ILM/CIH) the following applies:

- 2.1 The appeal can only be made through the approved centre providing the programme, and not directly by the registered candidate.
- 2.2 The appeal must be made within 21 working days of the centre receiving the assessment decision from the Awarding organisation.
- 2.3 The appeal must be made in writing and addressed to head office of the awarding organisation.
- 2.4 Upon receipt of the appeal, Kingdom Academy will request that this is acknowledged within 5 working days, in writing to the centre.
- 2.5 The Awarding organisation will first check the approval status of the centre, and the candidate's registration.
- 2.6 The appeal will be considered by the Awarding organisation who will follow their own internal procedures.
- 2.7 Kingdom Academy will request that the outcome of the appeal will be notified in writing to the centre within 28 working days of its receipt by the Awarding organisation.
- 2.8 This decision will be final.

3. APPEALS PROCEDURE FOR HIGHER EDUCATION INSTITUTION (HEI) VALIDATED PROVISION (BGU)

3.1 Informal Procedure

Where a course is validated by a HEI, a learner may not appeal an individual mark that has been awarded. A learner may appeal the process of marking, verification or moderation of an assessment within 10 working days of receiving assessment decisions.

- 3.1.1 Where a learner feels a mark awarded is not appropriate or not justified, he/she should seek an individual tutorial to discuss the matter and receive feedback on their assessment performance.
- 3.1.2 Where a learner wishes to appeal the process of marking, internal verification or moderation of an assessment, he/she should first discuss the matter with the

subject tutor, personal mentor or programme coordinator. Attempts should be made to resolve the matter.

- 3.1.3 If the matter remains unresolved the learner may request a meeting with the Programme Manager. This interview should be arranged within ten working days of the submission of the request and the learner may be accompanied by another person
- 3.1.4 If, after any action taken by the Programme Manager or members of the programme team to resolve the issue, the learner is still dissatisfied he/she may request that formal procedures be actioned.

3.2 Formal Procedure

Where queries remain unresolved from the informal procedure then following a formal request from the learner the following procedure will be initiated:

- 3.2.1 The validating institution will be notified as soon as possible.
- 3.2.2 All relevant documentation shall be sent to the Internal Quality Assurance Lead who shall, within 10 working days of receiving the appeal, convene an Appeals Committee to comprising:
 - Internal Quality Assurance Lead
 - Programme Internal Verifier/Moderator
 - Programme Tutor
 - The learner – who may be accompanied by another person
- 3.2.3 The Appeals Committee will, after reviewing all the information and documentation, make the final decision.
- 3.2.4 An appeal **cannot** be made against an academic decision made by the Appeals Committee.

Key Responsibilities

- The Senior Management Team are responsible for:
 - ensuring that effective policies and procedures are in place to ensure that assessment decisions are fair and appropriate.
 - ensuring that all assessors are suitably qualified to carry out assessments.
- The Quality Team are responsible for:
 - carrying out regular quality assurance reviews, standardisations and training to ensure all assessments are fair and appropriate.
 - supporting the appeals process as outlined below in an unbiased and professional manner.
- Assessors are responsible for:
 - undertake all training and standardisations conducted and requested by the organisation to ensure all assessments are fair and appropriate.
 - Where a formal appeal is requested following an initial discussion with the learner made against the decision an assessor must report the disclosure to

the Quality Manager and support the appeals procedure as outlined below in an unbiased and professional manner.

POLICY AND PROCEDURE - APPENDICES & REVIEW

Appendix List

- NONE

Version Control

VERSION	Approved by	Signature	Revision Date	Summary of Change	Author
V3	Sarah Oates		26/06/2023	Transition to Kingdom Academy, minor amends to process including additional of appeals log	Sarah Oates