



LONDON PROFESSIONAL ACADEMY (LPA)
INTERNAL APPEALS PROCESS
AND POLICY

Title: INTERNAL APPEALS PROCESS AND POLICY(LPA)

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PURPOSE

This procedure confirms compliance of London Professional Academy (LPA) with JCQ's General Regulations for Approved Centres (sections 5.3z, 5.8) that the centre will:

- have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, post-result services and appeals, and centre decisions relating to access arrangements and special consideration
- draw to the attention of candidates its written internal appeals procedure

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Centre decisions not to support an application for clerical re-check, a review of marking, a review of moderation or an appeal
- Centre decisions relating to access arrangements and special consideration
- Centre decisions relating to other administrative issues

APPEALS RELATING TO INTERNAL ASSESSMENT DECISIONS/CENTRE ASSESSED RESULTS

English Language course contains components of non-examination assessment which is internally assessed (marked) by the tutor and internally standardised by the Principal/Senior Management Team (SMT). The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

This procedure also covers other qualifications that contain non-examination assessments. This procedure confirms LPA's compliance with JCQ's General Regulations for Approved Centres (section 5.7) that the centre will:

- have in place and be available for inspection purposes, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all students
- before submitting marks to the awarding body inform students of their centre assessed marks and allow a student to request a review of the centre's marking

LPA ensures that all centre staff follow a robust Non-Examination Assessment Policy (for the management of non-examination assessments).

This policy details all procedures relating to non-examination assessments for the following qualifications. LPA will ensure that details of this procedure are communicated and made widely available and accessible to all students.

Students' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. LPA is committed to ensuring that work produced by students is authenticated in line with the requirements of the awarding body. Where more than one subject tutor is involved in marking students' work, internal moderation and standardisation will ensure consistency of marking.

On being informed of their centre assessed marks, if a candidate believes that the above procedures were not followed in relation to the marking of his/her work, or that the assessor has not properly applied the marking standards to his/her marking, then he/she may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

LPA will:

- Ensure that students are informed of their centre assessed marks (after internal verification where applicable) so that they may request a review of the centre's marking before marks are submitted to the awarding body (for external verification where applicable)
- Inform students that they will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of work submitted
- Inform students that they may request copies of materials (generally as a minimum, a copy of the marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centre's marking of the assessment
- Having received a request for copies of materials, promptly make them available to the student (or for some marked assessment materials, such as recordings, inform the student that the originals will be shared under supervised conditions) within 7 days
- Inform students they will not be allowed access to original assessment material unless supervised
- Provide students with sufficient time to allow them to review copies of materials and reach a decision, informing students that if their decision is to request a review, they will need to explain what they believe the issue to be
- Provide a clear deadline for students to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests must be made in writing within 7 days of receiving copies of the requested materials by completing the internal appeals form. (A copy can be found at the end of this document).
- Allow 14 days for the review to be carried out, to make any necessary changes to marks and to inform the student of the outcome, all before the awarding body's deadline for the submission of marks
- Ensure that the review of marking is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate

for the component in question and has no personal interest in the outcome of the review

- Instruct the reviewer to ensure that the student's mark is consistent with the standard set by the centre
- Inform the student in writing of the outcome of the review of the centre's marking.

The outcome of the review of the centre's marking will be made known to the head of centre who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record of the review will be kept and made available to the awarding body upon request.

The awarding body will be informed if the centre does not accept the outcome of a review. The moderation process carried out by the awarding body may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

This procedure is informed by the JCQ publications Instructions for conducting non-examination assessments (section 6.1), Review of marking (centre assessed marks) suggested template for centres and Notice to Centres - Informing students of their centre assessed marks.

APPEALS RELATING TO NOT SUPPORTING AN APPLICATION FOR CLERICAL RE-CHECK (1), A REVIEW OF MARKING (2), A REVIEW OF MODERATION (3) OR AN APPEAL

This procedure confirms LPA's compliance with JCQ's General Regulations for Approved Centres (section 5.13) that the centre will:

- have available for inspection purposes and draw to the attention of students, a written internal appeals procedure to manage disputes when a student disagrees with a centre decision not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal
- Following the issue of results, awarding bodies make post-results services available.

Services available include:

SERVICE	QUALIFICATION	COST
Access to the script	English and Maths	Free
Clerical Re-Check(1)	English and Maths	£10 per unit, component, module
Marking Review (2)	English and Maths	£45.00
Moderation Review (3)	English and Maths	£250.00
Original marked script	English and Maths	Free

Checked script copy	English and Maths	Free
Appeals	English and Maths	Stage 1: £120.00 Stage 2: £210.00
Post-results service	On demand	See Admin for fee
Access to scripts (unavailable)	On demand	See Admin for fee

Students are also made aware of the arrangements for post-results services prior to the issue of results. Students are also informed of the periods during which senior members of centre staff will be available/accessible immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking. Students are made aware/informed by email and the college website.

If the centre or a student has a concern and believes a result may not be accurate, post-results services may be considered.

The JCQ post-results services currently available are detailed below.

Reviews of Results (RoRs):

- Service 1 (Clerical re-check) This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 (Review of marking)
- Service 3 (Review of moderation) This service is not available to an individual student.

Access to Scripts (ATS):

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

Where a concern is expressed that a particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information, etc. when made available by the awarding body to determine if the centre supports any concerns.

For written components that contributed to the final result, the centre will:

- Where a place at university or college is at risk, consider supporting a request for a Service 2 review of marking
- In all other instances, consider accessing the script by: a) (where the service is made available by the awarding body) requesting a priority copy of the student's script to support a review of marking by the awarding body deadline or b) (where the option is made available by the awarding body) viewing the student's marked script online to consider if requesting a review of marking is appropriate
- Collect informed written consent/permission from the student to access his/her script

- On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking
- Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified
- Collect informed written consent from the student to request the RoR service before the request is submitted
- Where relevant, advise an affected student to inform any third party (such as a university or college) that a review of marking has been submitted to an awarding body]

Written consent (informed consent via student email is acceptable) is required in all cases before a request for a RoR service 1 or 2 is submitted to the awarding body. Consent is required to confirm the student understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded. Student consent must only be collected after the publication of results.

For any moderated components that contributed to the final result, the centre will:

- Confirm that a review of moderation cannot be undertaken on the work of an individual student or the work of students not in the original sample submitted for moderation
- Consult the moderator's report/feedback to identify any issues raised
- Determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
- Determine if there are any grounds to submit a request for a review of moderation for the work of all students in the original sample]

Where a student disagrees with a centre decision not to support a clerical re-check, a review of marking or a review of moderation, the centre will:

- For a review of marking, advise the student he/she may request the review by providing informed written consent (and the required fee) for this service to the centre by the deadline set by the centre
- For a review of marking (RoR service 1 or 2), first advise the student to access a copy of his/her script to support a review of marking by providing written permission for the centre to access the script (and any required fee for this service) for the centre to submit this request
- After accessing the script to consider the marking, inform the student that if a request for a review of marking (RoR service 1 or 2) is required, this must be submitted by the deadline set by the centre by providing informed written consent (and the required fee for this service) for the centre to submit this request

- Inform the student that a review of moderation (RoR service 3) cannot be requested for the work of an individual student or the work of a student not in the original sample
- If the student believes there are grounds to appeal against the centre's decision not to support a review of results, an internal appeal can be submitted to the centre by completing the internal appeals form at least 7 days prior to the internal deadline for submitting a request for a review of results. The appellant will be informed of the outcome of his/her appeal as soon as possible before the internal deadline for submitting a RoR
- Following the RoR outcome, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications Post-Results Services and JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes) will be consulted to determine the acceptable grounds for a preliminary appeal
- Where the head of centre is satisfied after receiving the RoR outcome, but the student believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre
- Following this, the head of centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the JCQ Appeals Booklet
- Students are not permitted to make direct representations to an awarding body. The internal appeals form should be completed and submitted to the centre within 7 days of the notification of the outcome of the RoR
- Subject to the head of centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required 30 calendar days of the awarding body issuing the outcome of the review of results process
- Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the qualifications officer)
- If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

APPEALS RELATING TO ACCESS ARRANGEMENTS AND SPECIAL CONSIDERATION

This procedure confirms LPA's compliance with JCQ's General Regulations for Approved Centres (section 5.3z) that the centre will:

- have in place a written internal appeals procedure which must cover at least appeals regarding centre decisions relating to access arrangements and special consideration
- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publications (Access Arrangements and Reasonable Adjustments and A guide to the special consideration process)

- ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced

Access arrangements and reasonable adjustments

In accordance with the regulations, LPA:

- recognises its duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled students
- complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments. Failure to comply with the regulations have the potential to constitute malpractice which may impact on a student's result(s).

Examples of failure to comply include:

- putting in place access arrangements/adjustments that are not approved
- failing to consider putting in place access arrangements
- permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence
- charging a fee for providing reasonable adjustments to disabled candidates
- Where LPA has appropriate evidence signed by a member of the Senior Management Team (SMT) to support an application, it will apply for special consideration at the time as the assessment for a student who has temporarily experienced illness, injury or some other event outside of their control when the issue or event has had, or is reasonably likely to have had, a material effect on the student's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment.

Centre decisions relating to access arrangements, reasonable adjustments and special consideration

This may include LPA's decision not to make/apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where a student does not meet the criteria for, or there is no evidence/insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration.

Where LPA makes a decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a student:

- If a student who is the subject of the relevant decision disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted
- An internal appeals form should be completed and submitted within 7 days of the decision being made known to the appellant

To determine the outcome of the appeal, the head of centre will consult the respective JCQ publication to confirm the centre has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal by the head of centre within 14 days of the appeal being received and logged by the centre. If the appeal is upheld, LPA will proceed to implement the necessary arrangements/submit the necessary application. This procedure is informed by the JCQ publications (A guide to the awarding bodies' appeals processes (chapter 3), Suspected Malpractice: Policies and Procedures (section 3.3), General Regulations for Approved Centres (section 5.4), Access Arrangements and Reasonable Adjustments (Importance of these regulations) and A guide to the special consideration process (sections 1, 2, 6))

APPEALS RELATING TO OTHER ADMINISTRATIVE ISSUES

Circumstances may arise that cause LPA to make decisions on administrative issues that may affect a student's examinations/assessments. Where LPA may make a decision that affects a student:

- If a student who is the subject of the relevant decision disagrees with the decision made and reasonably believes that the centre has not complied the regulations or followed due process, a written request setting out the grounds for appeal should be submitted
- An internal appeals form should be completed and submitted within 7 days of the decision being made known to the appellant
- The appellant will be informed by the head of centre of the outcome of the appeal 14 days of the appeal being received and logged by the centre. This procedure is informed by the JCQ publication (A guide to the awarding bodies' appeals processes)