WM COLLEGE

INSPIRING LEARNING SINCE 1854

Appeals Policy

Approved by	Head of MIS & Exams
Version	November 2024
Date of next review	August 2025

WORKING MEN'S COLLEGE EST. 1854

Appeals Policy

This policy sets out the procedures the college will follow on receipt of an appeal against a qualification result or grade. There are two parts to this policy: appeals of internally assessed qualifications and appeals of externally assessed qualifications.

All Awarding Organisations (AOs) have their own appeals policies and procedures and where these differ from or place additional requirements on the processes set out below, WM College will follow the requirements of the AO.

Before submitting an appeal, it may be helpful to contact your Course Tutor or course Curriculum Manger, as sometimes issues can be resolved without having to submit an appeal, or the Course Tutor/Course Manager may be able to talk you through, or support you through the process

Appeals of internally assessed qualifications

WM College is committed to ensuring its staff mark learner work fairly, consistently and in

accordance with the AO's specification and subject-specific guidance.

Learner work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Where a number of teachers are involved in marking learner work, internal moderation and standardisation will take place to ensure consistency of marking across different assessors.

1. WM College will authenticate all work produced by a learner in line with the requirements of the awarding body, to ensure that the work is the learner's own work and has been produced independently.
2. Where an AO's internal assessment and appeals process allows this, WM College will ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before their marks are submitted to the AO, following the steps below:
    - 2.1. WM College will provide a clear deadline for learners 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.
    - 2.2. WM College will allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the learner of the outcome, before the AO's deadline.
    - 2.3. WM College will ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that learner and has no personal interest in the review.
    - 2.4. WM College will inform the candidate in writing of the outcome of the review of the centre's marking.
    - 2.5. A written record of the review will be kept and made available to the AO upon request.

After a centre submits learner marks to an AO, the AO carries out its own moderation process which may result in a mark change, either upwards or downwards, even after an internal review. Where the College carries out internal moderation or carries out a review of a mark in response to an appeal, the purpose of this moderation or review is to ensure consistency of marking within the centre, whereas moderation by the AO is to ensure that the centre marking is in line with national standards. The mark which the College submits to the AO is subject to change and should therefore be considered provisional.

Appeals of externally assessed qualifications

Each AO has its own policy and process for appealing the outcome of an externally assessed qualification, which WM College will follow.

WM College will ensure learners are notified of post results appeals procedures, costs and deadlines when they receive their results.

All external appeals must be applied for by the Exams Department on behalf of the learner, and learners will be required to pay a fee. If the review changes the grade in favour of the learner, all fees are waived and the learner will be refunded.

The process for making an external appeal is as follows:

1. The learner emails the Exams Department on exams@wmcollege.ac.uk that they wish to appeal.
2. If the learner needs to complete any additional paperwork in support of the appeal, the Exams Department will send this to the learner with a deadline for completion and return.
3. Once payment (and any additional forms if applicable – see point 2 above) have been received from the learner, the Exams Department will submit the appeal to the AO.
4. The outcome of the appeal will be forwarded by the Exams Department to the learner once it has been received from the AO (this can take anywhere from 14 to 60 days).
5. If an appeal results in a positive change of result or grade, the Exams Department will arrange for the learner to be refunded the appeal fees.

Links to Individual Awarding Organisation Appeals Policies

UAL:

(Foundation Diploma in Art and Design)

Policies and procedures | UAL (arts.ac.uk)

Pearson Edexcel:

(Functional Skills Maths and English, GCSE Maths and English, Essential Digital Skills)

Appeals process overview (pearson.com)

Ascentis:

(ESOL)

Learners | Ascentis | Ascentis

OCNLR:

(Creative Arts and Digital Industries, Business Administration, Personal Confidence)

Appeals Procedure - OCN London

NCFE:

(Creative Craft, Education and Training, Managing Your Money, Creative Media, Performance Skills, Photography)

appeals-policy.pdf (ncfe.org.uk)

AAT:

(Accounting Level 3, Bookkeeping)

AAT Enquiries and Appeals procedure