

## Appeals Policy and Procedure

Scope:

This Appeals Procedure is designed to be used when there is a need to make an appeal to Crossfields Institute against the outcome of:

- Assessment decisions (including enquiries on results)
- Special consideration and/or reasonable adjustment decisions
- Centre approval decisions
- Outcomes of malpractice or maladministration decisions

It is open to Centres, for themselves and on behalf of learners.

Centres should bear in mind that Crossfields Institute reserves the right to make an administrative charge for this service should the Appeal be turned down. This would normally only be incurred after repeated Appeals from the same centre.

### Definitions

Assessment decisions

Judgements made by the assessor to confirm learner knowledge and competence against specified learning outcomes and/or assessment criteria

Marking of learner work and applying grading using the grading guidance in the qualification specification

Enquiries on results

There are three levels of enquiries on results that only Centres can deal with as Crossfields Institute does not externally mark learner work:

Level 1. Clerical re-check of an individual learner

Level 2. Clerical re-check, review and re-mark of an individual learner

Level 3. Clerical re-check, review and re-mark of a group of learners

Special considerations and/or reasonable adjustments

Where it is recognised that a learner has specific needs that need to be addressed in order to complete their qualification/programme of learning

Please refer to the relevant policy for a full definition

Centre approval

Application by an organisation to gain approval to deliver Crossfield Institute qualifications/programs

Please refer to the centre approval guidance document for full details

## Malpractice and maladministration

Any activity or practice, which deliberately contravenes regulations and compromises the integrity of the internal or external assessment process and/or the validity of certificates.

Please refer to the relevant policy for a full definition

### **Process**

The focus of the Appeals Procedure is to establish whether or not CFI, in making its decisions has used procedures that were fit for purpose and whether it applied them properly and fairly in arriving at judgements of learner's performance, reasonable adjustments, special considerations, centre approval, malpractice or maladministration.

Formal notification of the intention to appeal must be made in writing to CFI and should include sufficiently detailed information to enable a full investigation to take place.

For enquires on results, centres should bear in mind that marks may be confirmed, lowered, or raised as may the level of the award given. It is essential that any candidate involved in an enquiry on results is made fully aware of the potential outcomes. CFI strongly suggests that this information is made available to learners in writing and require that formal written consent is received from the learner (if over the age of 18 years) or from the parent or guardian in the case of a minor. The consent of learners is not formally required before an enquiry is made about the results for a group of learners. However, CFI recommends that candidates should be made aware that the Centre intends to make an enquiry and that this may result in the final results for any or all of the candidates involved, being confirmed, raised or lowered.

Before appeals can be submitted to CFI the centre must have exhausted their own appeals process (where appropriate) and be able to demonstrate this to CFI with a clear audit trail of the process followed and actions taken.

Should the appeal not be resolved within the centre's own appeals process, the centre should submit the appeal to CFI within 10 working days of the relevant decision from their own appeals process which will be acknowledged by CFI within 3 working days of receipt.

### **Appeal Investigation**

This will involve an investigation of the case by a member of CFI. The outcome of the investigation will be reported in writing to the Responsible Officer who will communicate this to the Centre. They will be informed of the result of the appeal within 4 working weeks from the date on which the appeal was received.

If the Centre remains dissatisfied, they may, on written request to CFI within 5 working days of the outcome of the appeal investigation being notified, request an appeal review.

### **Appeal Review**

The Appeal Review involves the consideration and review of the case by a specially convened Appeals Panel of CFI that will include at least one independent person. The Appeals Panel will make a decision on behalf of CFI and the outcome,

The review may

- (i) confirm the decision made by CFI
- (ii) require CFI to take appropriate remedial action and alter the decision accordingly

- (iii) involve broader recommendations being made to CFI. Where the Appeals Panel makes recommendations, CFI will present an action plan to the Quality Committee and Trustees.

The appeals panel will notify the Responsible Officer of the outcome, together with the reasons for its findings. This will be forwarded to the Centre within 6 weeks of the appeal review request being made.