

Enquiries and Appeals


November 2024


Policy Review

This policy will be reviewed in full by the Directors on an annual basis unless circumstances require policy update in the interim.

The policy was last reviewed and agreed by the Directors on 01.11.24.

It is due for review on 01.09.25 (up to 12 months from the above date).

Signature (CEO)  Date01.11.24.....

Signature (COO)  Date01.11.24.....

Version Control

Version	Date	Changes
V1	01/011/24	Original document

1. Introduction

1.1. This policy details how a student can appeal to the Centre (Edit Education) if they are dissatisfied with any aspect of the assessment process.

1.2. The purpose of this policy is to:

- a) Ensure that decisions made by assessors and IQAs at the Centre are applied fairly, consistently and based on valid judgements.
- b) Outline the judgements or decisions made which can be appealed.
- c) Outline the staged procedure for how an individual can appeal against an assessment decision or judgement and the centres appeal process.
- d) Outline the potential outcomes following an appeal.
- e) State the options for a student once the appeal process has concluded.
- f) Satisfy the requirements of the Awarding Organisation.

2. Who is this policy for?

2.1. The intended audience for this policy is:

- a) Students registered at the Edit Education.
- b) Tutors, Assessors and IQAs and other delivery staff at Edit Education.
- c) The registered Awarding Organisation for the product being delivered.

2.2. This policy is for a student who wishes to appeal against a decision made by the Centre and for Edit Education staff who may be involved in an appeals process.

2.3. This policy is **not applicable** if a student wishes to make a complaint about the centre, an individual or any process used by the centre. If a student wishes to make a complaint, they should refer to the Centre's Complaints Policy and Procedure.

3. Scope of an appeal

3.1. Students may wish to appeal about an assessment decision made by the Centre. For example:

- a) An examination result.
- b) An assessment decision where the assessment has been carried out by a member of centre staff.
- c) The application by an awarding body of a sanction/action on a student resulting from an investigation into malpractice or maladministration (appeals should be discussed with the Centre but made direct to the Awarding Organisation).
- d) A decision to amend a student /set of 1 student's results following a malpractice or malpractice investigation.

- e) An Awarding Organisation moderation or verification decision of a Centre marked assessment (appeals should be discussed with the Edit Education but made direct to the Awarding Organisation).
- f) A declined application for reasonable adjustment or special consideration.
- g) Appeal against decisions relating to any action taken against a student following an investigation into malpractice or maladministration by either the Awarding Organisation or the Centre.

3.2. Where a decision is made directly by the Awarding Organisation, the student may be required to appeal to them directly. Please contact the Edit Education for advice.

4. The Appeals Process

4.1. Edit Education has a three stage appeal process in place:

4.2. **Stage 1 - Enquiry.** Students are encouraged to discuss the issue with their Edit Education teacher in the first instance within **3 working days** of receipt of the assessment decision, to attempt to resolve it informally. It is possible for there to be an immediate resolution to the issue once it has been raised in this way. At this stage, formal appeal procedures do not apply, but may allow for the enquiry to be resolved without the formal appeals process being followed.

4.3. **Stage 2 – Appeal.** If the student is dissatisfied with the informal approach, they must submit their appeal in writing to the CEO of Edit Education **within 5 working days** of the date of the assessment decision. The appeal will be recorded on our system.

4.4. The CEO will have **5 working days** to investigate the issue and come to a resolution. The student will be informed of the outcome in writing. At this stage, the student is encouraged to refer to the Awarding Organisation's own appeals policy, usually found on their website.

4.5. **Stage 3 - Escalation.** If the student is still dissatisfied with the outcome, they may then escalate the appeal to the Centre's COO **within 3 working days** of receipt of the outcome at Stage 2. The COO will then investigate the issue. They will have **5 working days** to conclude the investigation and inform the student in writing of the outcome.

4.6. Any timescales may be extended if the issue is complex and wide ranging, and Edit Education is able to justify any reasonable delay. This will be confirmed to the student in writing.

4.7. At each stage of the appeals process, the student will receive a formal acknowledgement within **2 working days** of receipt. At this stage, the Centre will confirm whether the appeal is in or out of scope of this policy.

4.8. If the student is still dissatisfied with the outcome of Stage 3 then they may appeal to the awarding organisation directly for the qualification they are undertaking. Details of the relevant awarding organisation can be provided by the CEO or COO.

5. Potential Outcomes of an Appeal

5.1. There are a number of potential outcomes of an appeal:

- a) Confirmation of the original decision
- b) The competence be re-assessed by the same or a different assessor.
- c) A judgement that the evidence presented is an adequate demonstration of competence and a recommendation that the assessment decision be reconsidered.
- d) Amendment of the original decision.

5.2. Where an appeal may affect other students, Edit Education will investigate these and inform the awarding organisation of any risks or issues in relation to Centre delivery.