

St Bede's Catholic Voluntary Academy



BTEC Appeals and Complaints Procedure

“We commit ourselves to love, respect and serve one another as disciples of Jesus Christ”

Date of approval	November 2022
Date of review	November 2023

St Bede's Catholic Voluntary Academy **Appeals & Complaints Procedure**

Grounds for Appeal

A learner/candidate would have grounds for appeal / complaint against an assessment decision in the following situations.

- a. The work is not assessed according to the set criteria or the criteria given to the learners is unclear.
- b. The final grade of the work does not match the criteria set for grade boundaries or the grade boundaries are not explained appropriately.
- c. The internal verification procedure goes against the assessment grades awarded.
- d. There is evidence of preferential treatment (favouritism) towards other learners/candidates.
- e. The conduct of the assessment did not conform to the published requirements of the Awarding Body
- f. Valid, agreed, extenuating circumstances (things that are beyond your control which cause you to perform less well in your coursework or examinations than you might have expected) were not taken into account at the time of assessment, which the school was aware of prior to the submission deadline.
- g. Agreed deadlines were not observed by staff.
- h. The current Assessment Plan was not adhered to.
- i. The decision to reject coursework on the grounds of malpractice and the learner believes this to be unfair.

Formal Appeal Procedures

- a. If, after informal discussion with the Internal Verifier, the candidate wishes to make a formal appeal, the candidate must ask the Internal Verifier, in writing, for their work to be re-assessed. This must be done within 10 working days of receiving the original assessment result.
- b. The Quality Nominee with the Internal Verifier/Lead IV, on receipt of the formal appeal from the candidate, will try to seek a solution through discussion and negotiation between the relevant assessor and the candidate. If it is not possible to reach an agreement, the Quality Nominee and the Internal Verifier/Lead IV will set a date for the Internal Verification Appeals Panel to meet.
- c. The Internal Verification Appeals Panel will be convened and will meet within 2 weeks of the receipt of the appeal by the Internal Verifier/Lead IV, with re-assessment, if deemed necessary by the panel, taking place within 15 working days of the appeals panel meeting.
- d. The outcome of the appeal may be:
 - Confirmation of original decision;
 - A re-assessment by an independent assessor;
 - An opportunity to resubmit for assessment within a revised agreed timescale.