

## Appeals Procedure

---

November 2019

An Appeal is a procedure that allows a candidate to formally challenge the decision of the Examiners on specified grounds for Internally Marked Assessments (see grounds for an appeal below). For Externally Marked Assessments, the learner may appeal to Suffolk Wildlife Trust regarding their result and we will do our best to facilitate the appeals procedure for the relevant awarding body (see section 1.4).

The procedure for making an appeal is summarised below: – Please note all Appeals must be made in writing by email or post.

The decisions of an Examiner/Assessor may be challenged on the three following grounds:

That there exist circumstances materially affecting the candidate's performance which were not known to the Examiners when its decision was taken and which it was not reasonably practicable for the candidate to make known to the Examiner beforehand;

That there were procedural irregularities in the conduct of the examinations and/or assessment procedures, including assessment of coursework, of such a nature as to create a reasonable possibility that the result might have been different had they not occurred;

That there is evidence of prejudice, bias, or inadequate assessment on the part of one or more examiners.

It is important to note that a candidate cannot appeal simply because he/she feels that they deserve a better result.

### 1.2 Challenges to Appeals concerning Internal Assessment

Candidates cannot appeal solely because the result is worse than they would have wished or worse than they feel they deserve. No appeal will be allowed on the grounds that candidates believe that the Examiner may have erred in his/her judgment of the results achieved, if the decision of the examiners was properly made.

### 1.3 Making an Appeal Concerning Internal Assessment

The procedures for appeals for internal assessment have two phases.

#### Stage One

The candidate must submit a case for internal resolution to the Centre via email on [education@suffolkwildlifetrust.org](mailto:education@suffolkwildlifetrust.org) within 7 days of notification of the results. When submitting an appeal the candidate must include: –

- Full name, date and location of course and examination.
- Reasons / grounds for appeal.
- Evidence for the appeal in the form of documents (copies of learning logs, test papers etc) along with date(s) and time(s) of occurrences relevant.
- The Assessor will normally aim to respond to a student's request for internal resolution within a maximum period of 10 days.

**Stage Two** If the candidate is unable to come to an agreement with his/her Assessor then they can escalate the appeal to the IQA/Quality Nominee for consideration. The escalated appeal must be submitted within 14 days of notification of a failure to resolve the dispute with the Assessor. Only once the above internal process has been exhausted can the Appeal be escalated to the Chief Executive..

Failure to resolve the dispute internally may ultimately result in the dispute being escalated to the Awarding Body, whose decision will be deemed final. All evidence of appeal, decisions and disputes will be provided to the Awarding Body at this stage.

### **1.3 Making an Appeal Concerning External Assessment**

The Awarding Body will deal with all appeals relating to an external assessment. Most importantly, this Appeal will only be made by the Centre on behalf of individual candidates and not by the candidates themselves. The Centre will send any evidence and the candidate's appeal to the Awarding Body. Evidence sent will usually be the candidate's actual exam paper (if this has not already been sent to the Awarding Body) and an application stating the basis of the appeal. It is outside the remit of Suffolk Wildlife Trust to control the outcomes or time taken for resolving Appeals by any Awarding Bodies. However, we will do our best to facilitate the process for both candidate and Awarding Body. The candidate must never contact the Awarding Body directly unless expressly requested by the Awarding Body to do so.

Last modified: Friday, 20/11/2019