

Headteacher: Gemma Cottingham BA (Hons), PGCE

Parkwood E-ACT Academy, Longley Avenue West, Sheffield, S5 8UL

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BTEC APPEALS & COMPLAINTS POLICY AND PROCEDURES 2018-2019



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APPEALS & COMPLAINTS POLICY

All learners are able to formally challenge an assessment mark or grade awarded if:

- They have been discriminated against
- They feel the assessment procedures haven't been fairly carried out
- They feel the centre prevented completion of performance against competence by reason of its policies, procedures or practices

In the first instance they should discuss this with their BTEC teacher/assessor. If they are still dissatisfied they should discuss with their programme leader and/or Examinations officer. If still unresolved then they should refer to the centre appeals procedure, available from the school office. The appeals and complaints procedure will be explained to all learners during their induction before the course starts in September of each academic year. If a student joins the course late, they will be informed of the process during enrolment.

A written record of all appeals should be kept by the Examinations Officer and this record should include the outcome of an appeal and the reasons for that outcome. A copy should be kept for inspection by the awarding body for a minimum of 18 months.

Any changes to an internally assessed mark as a result of an appeal should also be sent to the Awarding Body, also within one week.

If a learner is not satisfied with the result of the internal appeals and complaints procedure, they are entitled to appeal to the awarding body.



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APPEALS & COMPLAINT PROCEDURE

If students have any concerns with regards to their individual assignments then the following procedure should be followed:

- Stage One. Discuss with the teacher/assessor who has set and marked the assignment, explaining the reason for your concerns and why you wish to appeal against their decision. The assessor will at this point log why the learner wants to appeal. The assessor, after considering your explanation, and discussing with the internal verifier will provide a response with a clear explanation of the decision taken. If the student still remains unhappy with the outcome they should proceed to the next stage.
- Stage Two. The learner must appeal in writing, addressing their reasons for appeal, to the programme leader and/or Deputy Head who will address the issue. He/she will consider the reason for the appeal and the response of the teacher/assessor. A decision will be given to the learner within 5 working days of the concern being received. If the student remains unhappy and wishes to proceed the next stage the programme leader must record the appeal.
- Stage Three. The programme leader or Deputy Head will forward relevant details to the Head of Centre who must convene, within 10 working days, a panel comprising him/her self, the programme leader, learner, the teacher/assessor and a parent or a friend of the student (if requested). The Head of Centre must make a decision and inform all the parties within five working days of the Appeals Panel meeting. This decision is final. Records of all appeals are to be kept and made available to the examination board.
- If at stage two the teacher/assessor disagree with the decision then he/she has the right to appeal and stage three occurs.

Signed:

Mrs G Cottingham
(Head of Centre)

Date: September 2018

Review Date: September 2019