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### Learner Appeals Procedure

Maplewell Hall School is committed to equal opportunities, providing a fully comprehensive service to centres and learners in the area of assessment and internal quality assurance. Maplewell Hall School aims to protect the interests of learners at all times and offers centres the following advice:

- all learners must be assessed against the agreed and published criteria
- assessment decisions must be made by assessors who are trained, and have gained or are in the process of working towards an approved and recognised qualification.

It is recognised that, in exceptional circumstances a learner may wish to appeal against recommendations or decisions relating to assessment. Maplewell Hall School appeals policy and procedure aims to ensure that all assessment is conducted fairly and in line with specified requirements.

Please note, any appeal made by a learner relating to assessment decisions should be made to Maplewell Hall School within 20 working days. This is to ensure that Maplewell Hall School can act in the most timely and efficient manner, and whilst the optimum amount of information and evidence is available. Any appeal made after this time may not be heard unless there are exceptional circumstances

The following procedures summarise the key points of this policy and the action that may be taken in such exceptional circumstances.

#### Areas for appeal

Maplewell Hall School appeals policy enables learners to make a formal appeal against a recommendation or assessment decision relating to:

- the mark or grade for an individual item of coursework for example, worksheets and case studies
- the final result of any element of assessment, (for example, planning, teaching and/or evaluation)
- N.B. Video evidence must accompany this appeal (see further guidance)
- the application of a Reasonable Assessment Adjustment or Special Consideration
- the external assessment (theory paper or e-assessment)
- the final overall internal/external assessment decision for a unit or qualification



## Maplewell Hall Quality Assurance Policy

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### Grounds for appeal

- the assessments were not conducted in accordance with the approved centre regulations
- an agreed Reasonable Assessment Adjustment proved to be inappropriate or insufficient
- disagreement with the outcome of a Special Consideration request
- medical or other extenuating circumstances arising during the assessment process which affected the learner's performance (written evidence from the assessor or GP must be provided)
- inappropriate or irregular behaviour on the part of the assessor

### Appeals procedures

Stage one:

Learners should make the first appeal through the centre's appeals system. If the appeal is unresolved, the learner should be advised of the next stage for appeal.

**Please note:** The appeal should be made to the Assessor as soon as possible after the assessment, preferably on the same day, but within 5 working days is acceptable.

Stage two:

The centre should contact the External Quality Assurer (EQA). If the EQA is not present or is unable to resolve the appeal issue, the learner should be directed to the third stage of the appeals process.

Stage three:

A written appeal should be made by the learner directly to Maplewell Hall School. Maplewell Hall School will investigate the matter thoroughly and respond in writing within 20 working days.