

TITLE	VERSION
Assessment Decisions Appeals Policy	5

APPROVAL BODY	DATE	REVIEW DATE
Board of Governors	August 2024	August 2025

LEAD PERSON	FE Senior Quality Lead(s)
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POLICY STATEMENT

VLUK recognises that there may from time to time be disputes regarding assessment decisions. VLUK believes that all appeals against assessment decisions are considered in an equitable, open and expedient manner and that they be resolved as early as possible.

BACKGROUND

VLUK is a National Independent Training Provider, delivering education in the 16-19 FE sector. It is part of The Oxford Virtual Education Group. VLUK is led by a Chief Executive Officer, accountable to a Board of Governors and Group Chief Executive Officer and supported by an Executive team and a Senior Leadership Team (SLT). Accountable to the SLT is a layer of middle management located throughout the country. The Middle Leadership team is responsible for tutors and enrichment staff.

PURPOSE

The purpose of this Policy is to support learners and staff to appropriately deal with any disputes around assessment decisions with the aim of these being resolved effectively. It aims to provide learners with a clear framework within which they can appeal against assessment decisions.

SCOPE

This policy applies to all staff and learners at VLUK alongside Governors, Executive & Senior Leadership Teams, Middle Leaders, Tutors and Support Staff and confirms VLUK's approach to Assessment Decisions and Appeals. The policy only applies to summative assessments. In all cases, the Awarding Organisation policy must be consulted and adhered to along with the main principles outlined within this policy.

DEFINITIONS

Summative assessments - those that contribute directly to achieving the learner's qualification and/or contribute to the grades assessed for the qualification.

RESPONSIBILITIES

Board of Governors	The Governing Board or a delegated committee review and challenge the effectiveness of the internal controls and the management of risk detailed in this policy.
Chief Executive Officer	Overall responsibility and oversight of this policy, ensuring KPIs are met and that resources are used effectively and appropriately.
Executive and Senior Leadership Teams	Responsible for holding the Lead Person to account with regard to the suitability of the appeals policy, implementation of this policy and the benefits to the organisation and staff.

Lead Person	Responsible for the implementation and delivery of this policy, ensuring the policy aligns with regulatory requirements and best practice.
All Line Managers	Responsible for ensuring all line managed employees are aware of and follow this policy.
All Teaching Staff	Responsible for ensuring all learners are aware of the policy and adhere to it.
All Employees and Volunteers	Responsible for understanding and upholding the principles of this policy, in line with professional standards.

POLICY - FRAMEWORK

VLUK allows all learners the right of appeal against decisions relating to Internal Assessment of evidence provided against learning outcomes and grading criteria on all programmes where such assessment is required.

LEARNER APPEALS AGAINST ASSESSMENT OUTCOMES

This framework outlines the stages involved when a learner feels that a grading decision about their work is unfair and they wish to make an appeal to challenge it. The framework covers work marked/assessed by VLUK tutors which form part of an overall assessment grade.

It is designed to ensure that learners are treated fairly. There are people at VLUK who will help and support learners as shown below. A parent/guardian or a friend/representative is welcome to accompany a learner to any meetings at any stage of the following process.

Stage 1:

In the first instance, talk to the tutor directly involved with the assessment decision. Often concerns about grading can be resolved easily when the issues are talked through.

Stage 2:

If Stage 1 is not successful or not possible, contact the VLUK Head of Campus. They will attempt to resolve the concern. This may involve the Head of Campus or an independent person re-marking your work. At this stage, details of the appeal will be recorded by the Head of Campus for monitoring purposes.

Stage 3:

If you are not satisfied with the outcome of Stage 2 you should complete the stage 3 form and submit to the appointed Senior Quality Lead to discuss your appeal. The Senior Quality Lead will consider the case and may decide to seek further independent advice or may choose to hold a panel to discuss the appeal.

Stage 4:

If you are not satisfied with the outcome of your appeal or feel that the correct procedure has not been followed, you should make a final in writing to the Director of Operations (DoO) within 5 days of the outcome from Stage 3, stating clearly the grounds of the appeal.

The DoO may ask the learner, who may be accompanied by a parent/guardian/friend/representative, to attend in person to hear the decision. The result will be confirmed in writing to the learner within 5 working days of the decision being finalised.

Stage 5:

A final right to appeal exists through The Awarding Organisation for the qualification. All Awarding bodies expect most enquiries or appeals from individual learners to be resolved within the centre and will only consider an individual learner's enquiry or appeal after the centre's internal enquiries or appeals procedures have been fully utilised.

Where a learner remains dissatisfied following internal enquiries or appeals policy they are advised to make an enquiry or appeal, in writing. For Pearson, this is the Pearson Vocational Quality Standards team. The team can be contacted at vocationalqualitystandards@pearson.com. Evidence of the centre's appeal framework having been utilised must be provided.

Further details of the Pearson Appeals Policy can be read [Here](#)

POLICY - TIMELINES

In normal circumstances we would expect any appeal to begin within two weeks of receipt of their work from the tutor.

All appeals will be dealt with speedily and in confidence. At Stage 1, appeals will be dealt with within 3 working days, at Stage 2 within 5 working days and at Stage 3, within 10 working days. The outcome of any appeal reaching Stages 2 and 3 will be communicated to learners in writing. **See below for the Stage 2 and 3 Form.**

COMPLAINTS

Complaints about assessment decisions and appeals at VLUK should be made to the Senior Quality Leads Danny.homes@vluk.org and Marley.Lodge@vluk.org in the first instance.

REFERENCES

Quality of Assessment and Verification Policy
Assessment Malpractice Policy
Appendix 1 - Application for an Appeal

SIGNATORIES



Chief Executive Officer
1st August 2024



Chair of Governors
1st August 2024

Appendix 1 - Application for an Appeal

Campus Name:

Learner name and number:

Tutor Name:

Head of Campus Name:

STAGE 2 / STAGE 3 APPEAL (Delete as appropriate)

The details provided on this document will form the basis of the case being put forward by the appellant. When completing the details, please pay particular attention to the grounds for appeal and summarise your reasons for appealing. If you require clarification or assistance, please contact the appropriate awarding body. Please indicate the type of appeal or review being initiated Enquiries about Results Maladministration/Malpractice Access Arrangements or Special Consideration Review of other administrative decision If this is an appeal against the outcome of an enquiry about results or an access arrangement/special consideration decision, please indicate below whether this is an application for a Stage 2 or a Stage 3 Appeal. Please note that learners/Tutors cannot proceed to a Stage 2/3 Appeal unless they have already initiated a Stage 1 Appeal and this appeal has been completed with the tutor.

1. Examination series:
2. Title and level of specification and unit/component number (if applicable):
3. If this is an appeal against the outcome of an enquiry about results please indicate the grade being appealed
4. Grounds of appeal: Please state the grounds for this appeal and attach all supporting documentation. If the learner attends a hearing, there will be opportunities for further points to be raised during the hearing, but substantive new evidence should not be introduced on the day of the hearing. It is in the interest of all parties that all grounds of appeal are clearly stated in the application. (Note: Appeals must be against awarding body procedures)
5. Names and positions of people attending a Stage 2 or Stage 3 Appeal

Signed:

Date:

Send to the Senior Quality Lead (marley.lodge@vluke.org for South or danny.holmes@vluke.org for North) who will arrange an appeals meeting with the Head of Campus.