



NTIA

Assessment and Appeals Policy

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1.0 Purpose:

We are committed to providing learners and apprentices with an assessment process that is fair and addresses the principles of authenticity, consistency, transparency, validity, reliability, currency and sufficiency.

2.0 Aim:

The aim of this policy is to ensure that both staff, learners and apprentices understand the rationale for the assessment and appeals policy are consistently adhering to the requirements.

3.0 Initiating an appeal

An appeal against an assessment decision is taken seriously by NTIA. In order to attempt an informal resolution to an appeal, learners or apprentices should (in the first instance), speak to the person who assessed their work, in order for them to explain the judgement made.

If learners or apprentices are unwilling or unable to speak to this person, they should submit their appeal in writing, then pass it to the Head of Quality and Compliance. The assessed work, the assessment brief and the assessment decision should be attached to their statement.

4.0 Assessment Appeals Procedure

We operate a rigorous and transparent appeals process which can be classified into three procedures within this policy document: -

- Appeals against internal assessment i.e. Grading of assessed work, achievement or competence, referral or progression or accreditation of prior learning.
- Appeals against external assessment i.e. Where papers are assessed by the Examination Board or the End Point Assessment centre.
- An appeal by the complainant where he/she is dissatisfied with the way in which their appeal has been dealt with.

5.0 Appeals against internal assessment

A learner/apprentice is entitled to appeal against an assessment decision if they feel that the work has not been assessed/marked correctly. Assessors and tutors take every care to ensure that assessments are conducted fairly and accurately to reflect the learning outcomes or performance criteria. However, if a candidate is unsure or unhappy about the assessment given, and they are not able to resolve the assessment dispute informally with the assessor or tutor, they should request a candidate appeal form.

All appeals must be lodged within **10 working days (2 weeks)** of the notification of the assessment decision. Wherever an assessment appeal is lodged, the Head of Quality and Compliance will also be notified (as they have oversight of the process).

6.0 Internal Appeals Procedure

6.1 Stage One: Informal

Where possible, the disagreement should be settled informally. The learner/apprentice should (wherever possible), discuss the assessment decision with the assessor or tutor who has

assessed their work. This assessor /tutor will be able to explain the decision made or the marks awarded and consider the learner's or the apprentices' objections.

If, however, the matter cannot be resolved informally then all appeals must be submitted in writing to the assessor or tutor who assessed the evidence within **5 working days** of the assessment decision.

A written reply, giving a clear explanation of the decision, must be given by the assessor or tutor within **10 working days**. If the candidate is still not satisfied then stage two of the process will be implemented.

6.2 Stage Two: Written appeal

In the event that a mutually agreeable decision is not reached or the learner/apprentice is unable or unwilling to talk to the assessor or tutor, the learner or the apprentice should submit a written appeal to the Head of Quality and Compliance.

The Head of Quality and Compliance will request a Curriculum Performance Manager to investigate and hold a meeting with the Quality and Standards Co-ordinator or an IQA for the programme and the assessor or tutor who marked the work.

The work will be reassessed against the grading criteria by an IQA who must not have been involved in the original assessment decision. They should provide written feedback within **5 working days** (1 week) after receiving the appeal.

If the candidate is still not, then, **stage three** of the process will be implemented.

6.3 Stage Three

If no resolution has been reached at Stage 2, the Head of Quality and Compliance will convene a formal Assessment Appeals Panel consisting of: -

- Head Quality and Compliance
- Quality and Standards Coordinator
- Another suitable member of training and assessment team staff in the subject area (but not the assessor or IQA who have previously marked the work).

The panel may seek advice from the Head of Quality and Compliance and call for the work to be re-marked by an independent third party, if required. A written decision of the outcome should be given within **15 working days** of the process.

6.4 Stage 4

Where no resolution is achieved, learners or apprentices can request that the work be re-marked by the Awarding Organisation, which may be subject to a fee which is payable before they re-assess the work.

6.5 Stage 5

Where a learner or apprentice is not satisfied, they can further appeal to the appeals tribunal of the given Awarding Organisation.

6.6 Stage 6

The final appeals route is via the Office of Qualification and Examinations Regulator (Ofqual), at www.ofqual.gov.uk. They will consider the case and their decision will be final.

7.0 Appeals against external assessment / End Point Assessment decisions

Learners or apprentices who wish to appeal against the results awarded by the Examination Board or an End Point Assessment centre should make an application to the Exams Office within 7 days of publication of their results.

NTIA will make an appeal on the learner or apprentice's behalf to the Examinations Board.

The Examinations Board charges a fee for re-marking papers which the learner/apprentice will be liable for.

Apprentices who wish to appeal against the results of the End Point Assessment centre must make an application directly to the End Point Assessment within 7 working days.

8.0 Monitoring and Review

The Appeals Procedure is monitored by the Head of Quality and Compliance and will be reviewed annually.