



Bromley Adult Education College
Appeals Against Externally Marked or Moderated
Assessments Policy and
Procedure
2020-21

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Appeals Policy

Bromley Adult Education College works closely with awarding organisations to ensure that all assessments are marked fairly, in accordance with published policies. If a candidate feels that their work has not been assessed fairly they may appeal.

The process seeks to ensure transparency and independence.

External Moderation

Awarding organisations have a duty to ensure that assessments within the college and across different providers are to the same standard. To do this external verifiers/moderators/auditors are appointed by awarding organisations to monitor centres. The external verifier/moderator/auditor allocated to Bromley Adult Education College may wish to sample candidates' portfolios or units and/or discuss the evidence to check on the assessment and internal moderation procedures.

Once these procedures have been carried out and the work is verified as being of the required standard, certificates will be awarded. This may be a Unit certificate or a full Award, Certificate or Diploma in the subject for which the candidate is registered.


The Appeals Procedure has been written in accordance with the College Customer Care Policy

The Appeals Procedure

1. Appeals should be made as soon as possible after the result of the assessment has been issued. Appeals will not be accepted more than 14 days after the issue of result of the assessment.
2. Appeals should be made in writing, or by email, stating details of the complaint and the reasons for the appeal, to the qualifications' officer, who will investigate the appeal with the Head of Centre. If a candidate cannot make a written, or email appeal for any reason, they should speak, in the first instance to the qualifications officer.
3. The purpose of the appeal is to decide whether the assessment conformed to awarding organisation requirements and the JCQ code of practice.

4. The qualifications officer, Head of Centre and relevant course tutor will discuss whether the candidate has a valid case for appeal. Where appropriate photocopies of original scripts will be requested from the awarding organisation and reviewed, alongside candidates previous work and any other material available. For Signature British Sign Language appeals the college copy of the assessment DVD will be reviewed.
5. The candidate will be informed, in writing, of the outcome of this initial review
6. If the College agrees with the learner and proceeds to formal appeal the relevant awarding body will be contacted and their appeal process will start.
7. If the college does not agree to a formal appeal the reasons will be explained, in writing, to the candidate.
8. If the candidate is not satisfied with the outcome of the appeal they may request a personal hearing. The College Head of Adult Learning and another member of the management team who has not been involved in the assessment or the original appeal will be in attendance at the hearing. The candidate may take one other independent person to the hearing. Candidates and College staff may be present to hear each other's submissions.
9. The College will keep written records of any appeals. This will include the outcome of the appeal and the reason for the outcome. A copy will be sent to the candidates within 14 days of the appeal, or 14 days of the hearing.

Head of Adult Learning


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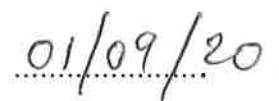
Elena Diaconescu

Qualifications Officer


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Jane Monaghan

Date


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This policy is due for renewal in August 2021

