



Enquiries and Appeals Policy and Procedures

September 2019

1. Introduction

1.1. Purpose

This policy sets out information about our service for enquiries about results and appeals against assessment decisions, including those made relating to reasonable adjustments and special arrangements, the circumstances in which they may be made and the processes which must be followed.

Learners or centres may wish to submit an enquiry about results, normally in cases where results vary considerably from those expected. The clerical check of results may conclude the enquiry, or a learner/centre may decide to progress to appeal. An appeal against an assessment decision may be submitted without having already submitted an enquiry about results.

Where an associated investigation leads to the discovery of a failure in its assessment process, we take all reasonable steps to:

- identify any other learner who has been affected by the failure;
- correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure;
- ensure that the failure does not recur in the future.

1.2. Scope of the policy and grounds for appeal

This policy is provided for the use of learners who are taking or have taken assessments, and personnel with responsibilities for managing, delivering, assessing and quality assuring qualifications in approved centres offering qualifications, who wish to appeal against decisions as set out above, because procedures were not applied consistently, properly or fairly.

1.3. Regulatory authorities

This policy addresses the requirements of the relevant regulatory authorities' criteria.

1.4. Responsibilities

CIBTAC as the awarding organisation is responsible for ensuring that all appeal decisions:

- are taken by individuals who have no personal interest in the decision being appealed;
- are dealt with by at least one decision maker who is not an employee of the awarding organisation, an assessor working for it, or otherwise connected to it;
- are always taken by persons who have appropriate competence.

CIBTAC personnel are required to follow the related procedures in order to deal with enquiries about results and appeals as effectively as possible.

Centres are responsible for ensuring that all personnel involved in the management, delivery and assessment of CIBTAC qualifications are fully aware of the policy and conversant with the related procedures.

Centres must have their own internal appeal arrangements in place and provide easy access to them for learners who wish to appeal against a decision taken by the centre. Where appropriate, the centre's own appeals procedures must be exhausted before an appeal is raised with the awarding organisation.

1.5. Review arrangements

This policy is reviewed annually as part of CIBTAC's self-evaluation activity, which considers customer and regulatory feedback and good practice guidance.

1.5.1. Situations brought to our attention by the regulators

Where the regulators notify us of failures that have been discovered in the assessment process of another awarding organisation, we will review whether or not a similar failure could affect our own assessment processes and arrangements.

1.6. Complaints

CIBTAC has a separate complaints policy and procedure, which should be followed by centres/learners who are dissatisfied with any other aspect of our services than those listed above. For further information please contact the awarding organisation.

2. Enquiries about Results

2.1. Introduction

The CIBTAC service for enquiring about results is available for centres to enquire about assessment results issued by CIBTAC, normally in cases where the results vary considerably from those expected. An enquiry may be made on behalf of one or more than one learner.

An enquiry about results is a formal written request from the centre to CIBTAC for a review of the assessment decision relating to qualifications.

An enquiry can be a request for an administrative check of the accuracy of the results themselves, or in relation to decisions made regarding reasonable adjustments and special considerations, or external quality assurance decisions.

This may take the form of a request for one of the following:

- a clerical check;
- a remark of the assessment by a different marker

To ensure that the enquiry can be dealt with as soon as possible after the related assessment, it is important to adhere to the timescales for submission set out in the process below.

A fixed fee is charged for this service. The fee is refunded fully if the outcome of the assessment is changed because of the enquiry.

Where the outcome of an enquiry brings into question the accuracy of other results, CIBTAC will take all reasonable steps to protect the interests of all learners who are affected.

2.2. Process

- Send your request to enquiries@cibtac.com, with full details of the requested enquiry, accompanied by all supporting documentation.
- Submit the request within 14 working days of the receipt of results by the centre examinations officer.
- CIBTAC will acknowledge receipt of written enquiries about results within 7 working days from receipt.
- CIBTAC will undertake the check and will notify the designated centre contact within 7 working days, or in the case of a remark, 14 working days from receipt of the enquiry of the outcome of the enquiry. If for any reason these timescales cannot be achieved, CIBTAC will inform the centre contact of the anticipated timescale.
- The written report will provide details of any recommendations as well as the decision.

Possible outcomes of the enquiry are:

- no change;
 - a change to the results which may be either higher or lower than previously issued.
- CIBTAC will amend its learner records accordingly.
 - If the centre or the learner(s) are not satisfied with the outcome of the enquiry, an appeal may be submitted in line with the CIBTAC appeals procedures

3. Appeals against assessment decisions

3.1. Introduction

Approved centres offering qualifications are expected to have their own appeal policies and procedures in place.

These procedures must be fully exhausted prior to any appeal to CIBTAC as the awarding organisation being made.

Appeals to CIBTAC about results must be submitted within 20 working days of the publication of that decision.

Centres wishing to appeal on behalf of learners must obtain the written permission of the learner(s) concerned and advise the learner(s) that grades/results can go up or down following investigation.

CIBTAC undertakes to report its findings and decision to the centre/learner within 20 working days. Learners who are not satisfied with the outcome are given the option to retake the assessment.

If at this stage the matter remains unresolved, then a further appeal for independent review of the case is possible. The outcome of the review will be made known within a further 8 weeks. The decision of the independent review panel is final.

3.2. Process

- The centre completes the appeal application form and submits it to the CIBTAC head office within 20 days of receipt of the related assessment decision(s) or completion of an enquiry about results.
- All sections of the form must be completed and all supporting information including the centre's report on the outcome of its own appeal review must be attached. An incomplete application will be returned to the centre for completion before it is processed by the awarding organisation, and as such could delay the process.
- The assessment is re-marked. In the case of an appeal against a practical examiner's decision, the original examiner will produce a full report for review by an internal quality assurance panel to ascertain whether moderation is necessary, and if it is deemed so, this will take place.
- If the assessment decision is deemed correct, CIBTAC will notify the centre and learner, setting out the reasons for its decision in full.
- If the assessment decision is revised, the revised result and certificate will be issued together with the report setting out the reasons for the decision in full.
- If other assessment decisions may be affected by the result of the appeal, all similar results will be recalled and reviewed in the same way.
- If the centre/learner is not satisfied with the appeal outcome, they may write to CIBTAC within 15 days of receiving the outcome, to request reassessment or an independent review.

In the case of reassessment, the following will apply:

- For practical and theory assessments, reassessment will take place at the learner's own centre or another centre as agreed with the awarding organisation. The standard practical and theory assessment regulations and procedures apply. A different examiner will conduct the assessment. The grade will be reviewed by a member of the quality assurance team. If other

assessment decisions may be affected by the result of such an appeal, all similar results will be recalled and reviewed in the same way.

In the case of independent review, the following will apply:

- CIBTAC will appoint a review panel which includes a reviewer who has not been employed by the organisation, is not in any way connected to it or have any personal interest in the appeal or its outcome. The reviewer will have the necessary knowledge and skills to reach an appropriate decision about the appeal.
- The reviewer will review all the evidence and the procedures applied by the awarding organisation to ensure it has been fair, appropriate and consistent with the appeals policy and procedure.
- The review process may involve discussion with and a request for information from the appellant and awarding organisation personnel, and a centre visit.
- The reviewer will report their findings to the review panel which will reach a decision on the appeal.
- If at any stage of the process the assessment decision is proved to be incorrect and the appeal is upheld,

CIBTAC will:

- issue the new results and certification;
- update all related records held by the awarding organisation;
- review related policies and procedures and take remedial action to prevent or mitigate a recurrence of the circumstances giving rise to the appeal;
- recall and review in the same way all similar results for any other assessment decisions which may be affected by the outcome of such an appeal.

4. Appendix A Enquiry about results – application form

Part A: Learner consent form

Information for Learners

If your examination centre makes an enquiry about the result of one of your examinations after your subject grade has been issued, there are two possible outcomes:

Your original mark

- is confirmed as correct, and there is no change to your grade.
- is changed, so your final grade may be higher or lower than the original grade you received.

In order to proceed with the enquiry about results, you must sign the form below. This tells the head of your centre that you have understood what the outcome might be, and that you give your consent to the enquiry about results being made

Please complete this form and return to enquiries@cibtac.com.

Centre name:	
Learner name:	
Learner number:	
Qualification Title:	Unit:
Enquiry about theory results: Yes/No	Enquiry about practical results: Yes/No
Date of examination:	
<p>I give my consent to the head of my examination centre to make an enquiry about the result of the examination or assignment listed above. In giving consent, I understand that the final subject grade awarded to me following an Enquiry About Results may be lower than, higher than, or the same as the grade which was originally awarded for this subject.</p> <p>Learner Signature:.....</p> <p>Centre Name:.....</p> <p>Date:.....</p>	

5. Appendix B Appeals against results – application form

Please complete this form and return to enquiries@cibtac.com. When submitting electronically, please include all evidence as file attachments

Centre name:	
Learner name:	
Learner number:	
Qualification Title:	Unit:
Appeal against theory results: Yes/No	Appeal against practical results: Yes/No
Date of examination:	
Date appeal submitted:	
The nature of the appeal	
The outcome of the appeal	
Evidence to support the appeal	

Centre representative		Learner	
Name:		Name:	
Role:			
Contact email:		Contact email:	
Contact phone number:		Contact phone number:	
Signature:		Signature:	
Date:		Date:	

