



## APPEALS POLICY

# Appeals Policy

This policy sets out the procedures the college will follow on receipt of an appeal against a grade. There are two parts to this policy: internal appeals and external appeals.

## Internal Appeals

WM College is committed to ensuring its staff mark learner work fairly, consistently and in accordance with the awarding body's specification and subject-specific guidance.

Learner work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Where a number of teachers are involved in marking learner work, internal moderation and standardisation will take place to ensure consistency of marking across different assessors.

1. WM College will authenticate all work produced by a learner in line with the requirements of the awarding body, to ensure that the work is the learner's own work and has been produced independently.
2. WM College will ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before their marks are submitted to the awarding body.
3. WM College will provide a clear deadline for learners to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests **must** be made in writing.
4. WM College will allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the learner of the outcome, before the awarding body's deadline.
5. WM College will ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that learner and has no personal interest in the review.
6. WM College will inform the candidate in writing of the outcome of the review of the centre's marking.
7. A written record of the review will be kept and made available to the awarding body upon request.

After a centre submits learner marks to an awarding body, the awarding body carries out its own moderation process which may result in a mark change, either upwards or downwards, even after an internal review. Where the College carries out internal moderation or carries out a review of a mark in response to an appeal, the purpose of this moderation or review is to ensure consistency of marking within the centre, whereas moderation by the awarding body is to ensure that the centre marking is line with national standards. The mark which the College submits to the awarding body is subject to change and should therefore be considered provisional.

## External Appeals

For externally assessed components WM College will ensure learners are notified of post results appeals procedures and processes.

After a learner has received a grade, it may be possible to query that mark with the Awarding Body. There are different types of reviews of a grade that are available:

- A clerical check – this is a check of all clerical procedures which lead to the issuing of a result. This includes making sure that all parts of the exam paper have been marked, marks have been recorded/added up correctly etc.
- A review of marking – this includes the above but also includes a review of the marking by a senior examiner to see whether the assessing was accurate and the right number of marks awarded.
- A priority review of marking – this is the same as a review of marking but processed more quickly. This is available for GCSE and generally used when a candidate's place in further/higher education depends on the outcome

All external appeals must be applied for by the Exams Department on behalf of the learner, and learners will be required to pay a fee. If the review changes the grade in favour of the learner, all fees are waived and the learner will be refunded.

The process for making an external appeal is as follows:

1. The learner tells their tutor or a manager that they wish to appeal.
2. The tutor or manager informs the Exams Department.
3. The exams department will email the learner making them aware of deadlines, process and costs.
4. The learner must email a confirmation to the exams department within the specified deadline, confirming that they wish for a remark and that they intend to pay the costs as outlined.
5. The exams department will apply for the specified remark request on the learners' behalf to the awarding body.
6. If an appeal results in a positive change of grade, **the learner will be** refunded the appeal fees.