



Bromley Adult Education College
Appeals Against Internal or Controlled
Assessment Policy and Procedure
2020-21

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Appeals Policy

Internally assessed work and controlled assessment is submitted to the Awarding organisation for external moderation. External moderation is outside the control of Bromley Adult Education College and is not covered by this policy. For some subjects only a sample of candidate's work is submitted for external moderation.

Bromley Adult Education staff involved in internal assessment for external qualifications will do so fairly, consistently and in accordance with the specification for the qualification concerned. Suitably trained staff with appropriate knowledge and understanding of the specification will carry out assessment. The college is committed to ensuring that all work provided by candidates is produced and authenticated in accordance with the relevant specification. Where there is more than one member of staff teaching the same specification, internal moderation and standardisation will ensure consistency. Specifications are available from the relevant Awarding organisation.

Each piece of work may be submitted for review by the tutor up to two times. The third submission will be considered the final submission for marking.

If a candidate feels that their work has not been assessed fairly they may appeal against the process that led to assessment. Appeals may only be made about the process used for assessment, not against the mark submitted by the college for moderation by the awarding organisation.

The process seeks to ensure transparency and independence, provide a right to a hearing and a written record of outcomes.

Internal Moderation

As part of the process ensuring that national standards are maintained, Bromley Adult Education employs internal moderators to monitor assessments and who may wish to sample a candidate's evidence or assignment as part of this process. When any part of the portfolio or assessment is selected for sampling the internal moderator will sign to confirm that internal moderation has taken place.

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 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 Complaints Procedure and Customer Care Commitment.

The Appeals Procedure

1. Appeals should be made as soon as possible after the result of the unit or assessment mark has been issued. Appeals will not be accepted more than 14 days after the issue of result of the unit or assessment involved.
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 process used for internal assessment conformed to awarding organisation requirements and the QCA code of practice.
4. The member of staff who internally assessed the work will be shown a copy of the appeal and asked to write a written response. A copy of the response will be shown to the candidate who made the appeal.
5. The candidate will be informed, in writing, of the outcome of the appeal.

6. 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. The member of staff who internally assessed the work may also attend. Candidates and College staff may be present to hear each other's submissions.
7. 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.
8. The awarding organisation will be informed of any changes made as a result of an appeal.
9. If a candidate is not satisfied with the decision after the above procedure has been followed it may be appropriate to refer the matter to the awarding organisation.


Please note that Re-mark and appeal requests will not be accepted for any multiple choice examinations as these are marked electronically.

Head of Adult Learning

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Elena Diaconescu

Qualifications Officer

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Jane Monaghan

Date

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01/09/20

This policy is due for renewal in August 2021