

Written Appeals Procedure – Centre Assessed Grades

This procedure is to be followed if a learner submits an appeal against the awarded **centre assessed grade**. In all instances, the appropriate awarding body/JCQ guidance must be referred to and awarding body deadline dates adhered to. Appeals **must** be supported by evidence and **must** provide a clear and concise explanation of the basis for the appeal in all cases.

Stage 1:

Learner results will be made available via Prospect. Learners will be directed to contact their Course Tutor in the first instance if they wish to appeal against their result. **Learners cannot appeal on grounds relating to the professional judgements of tutors.**

Stage 2:

Learners must submit a formal written appeal to their tutor or direct to the Principal. The tutor/Principal will acknowledge receipt of the appeal and provide a statement explaining that the Head of School and Assistant Principal will undertake an appeal investigation and the evidence will be considered by the Principal (Head of Centre).

Stage 3:

An appeal investigation will be undertaken by the Head of School and Assistant Principal (supported by the Examinations Manager and Quality Assurance Manager) who will present the findings to the Head of Centre. Consideration will be given to awarding body/JCQ guidance and deadline dates.

The investigation will consider if there are concerns with the process followed for determining the final centre assessed grade; if administration errors occurred at the college resulting in an incorrect outcome being recorded and subsequently generated by the awarding body; the result generated was incorrectly issued by the awarding body; the awarding body quality assurance process amended the centre assessed grade during their moderation activity; if there are concerns about a tutor's professional judgement, including that a learner may have been subject to bias or discrimination (evidence of bias or discrimination by a centre may be presented to the awarding body who may then investigate the matter as alleged malpractice). The Head of Centre will make the final decision whether to proceed with the appeal (subject to the evidence presented).

Note – JCQ guidance for **GCSE, GCE AS, A level, Extended Project Qualification, Advanced Extension Award in maths and the Welsh Baccalaureate** states that where a centre believes there is a common error or issue which has affected more than one candidate in the cohort, the awarding bodies expect the centre to name all the candidates affected in a single appeal application, and not in individual candidate applications.

Any action taken by the awarding body to rectify an error identified as the result of an appeal could result in grades being raised or lowered or remaining the same for

those candidates on whose behalf the appeal has been made. A centre must therefore obtain the written consent of all candidates for whom an appeal is being submitted and keep a record of that consent. This information does not need to be sent to the awarding body, but it may request the information at any point.

Please click [here](#) for access to the JCQ guidance document and the candidate consent form.

Stage 4:

If an appeal to the awarding body **is approved** by the Head of Centre (based on the evidence presented) an appeal application/initial review application will be submitted to the awarding body with the supporting evidence. *Note – where an awarding body has provided an appeals application template, this will be completed.* A letter will be sent to the learner confirming that the college supports their appeal, which will be considered by the awarding body.

If an appeal is **not approved** by the Head of Centre, a letter will be sent to the learner explaining the reasons why and will inform the learner that they may appeal directly to the awarding body (if permitted and appropriate and in line with guidance provided by the awarding body/JCQ). A copy of the letter will be sent to the awarding body.

Note – awarding bodies will issue the College with an outcome letter following consideration of an appeal/initial review application. A copy of the letter will be sent to the learner. If the College is dissatisfied with the outcome, the college may request an independent review (if permitted and appropriate and in line with guidance provided by the awarding body/JCQ).

In all instances, appeal records will be stored securely for 3 years.