



If a candidate feels that the result of an assessment or examination is wrong or unfair, they have the right of appeal. The procedures vary, depending upon the accreditation body responsible. However, the procedures which are generally used to resolve **Internal Assessment/Examination Appeals** are as follows:

Informal Procedure

1. The candidate should raise the query with the Internal Assessor, giving reasons why they oppose the result.
2. If the matter remains unresolved, the candidate may ask for a personal interview with the Team Leader. Clear, accurate minutes/notes of this meeting must be taken. If the Team Leader is the Tutor or Internal Assessor, the candidate may choose to either ask for a personal interview with the Administrator instead of the Team Leader, or to discard action 3 below and continue directly with the Formal Procedure.
3. If after a reasonable time has elapsed to enable the Team Leader to, where necessary, review the assessment/examination results and to take any resultant action, the candidate is notified, but remains unsatisfied, the candidate should continue with the formal procedure.

Formal Procedure

1. The candidate should submit an appeal, in writing, to the Academy Administrator within one week of receiving feedback from the Team Leader. On receipt of the written notice of appeal, the Academy Administrator must inform the Principal and, within fourteen days, convene an Appeals Panel at a time to suit the candidate and the members of the Panel. The Panel must consist of no less than three members, none of whom were involved in the original assessment. One of the Panel members need not be an employee of the Academy; however that Panel member must have a clear understanding of the curriculum area and the assessment/examination procedure.

The candidate and the original assessor should be invited to attend. The candidate may be accompanied by an 'advocate' of their choice, (eg parent, guardian, fellow student etc). The proceedings need not be invalidated if the candidate fails to attend.

2. The Panel will hear the complaint from the candidate and the responses from the Internal Assessor and Team Leader. The Panel will accept evidence produced from both sides and will also accept written or verbal evidence from third parties but, only if that evidence is of a reliable nature and not "hear-say". Clear, accurate minutes/notes of this meeting must be taken.
3. The candidate must be advised, in writing of the outcome of the Appeals Panel, within one week.
4. If the candidate remains unsatisfied with the result of the Appeals Panel, the candidate must advise the Academy Principal accordingly, in writing, within the following seven days.

5. On receipt of that notification, the Principal must, without undue delay, appoint a duly qualified External Moderator/Verifier. The candidate must be advised of the date upon which the External Moderator/Verifier will begin to deliberate the case. All documents, reports etc and private working facilities on Academy premises must be made available to the External Moderator/Verifier for the duration of the deliberations. The External Moderator/Verifier will make his/her findings known to the candidate and the Academy Principal in writing within one week of concluding his/her deliberations. The findings of the External Moderator/Verifier will be final and binding on all parties.

External Examination Appeals

1. Parts 1,2 & 3 Informal Procedure should be followed.
2. If at this stage, the candidate remains unsatisfied, the procedure of the appropriate external accreditation body must be enforced.

