

# Assessment Appeals Policy & Procedure

## Purpose and Scope

The purpose of i-to-i's Assessment Appeals Policy & Procedure is to ensure that every learner on an i-to-i course has access to an established process that allows them to appeal against an assessment decision made by our assessors / tutors.

This policy applies to all candidates attending programmes of learning, regardless of whether or not the course they are attending leads to a regulated qualification.

## Responsibility

i-to-i's Academic Director is responsible for ensuring that this procedure is implemented correctly and equitably.

## Procedure for Assessment Decision Appeals

Each piece of work submitted for assessment will be returned to the candidate with the assessment decision and feedback. If a candidate disputes the results of their assessment, they may appeal against the decision.

The procedure for an assessment decision appeal is as follows:

### Stage 1: Review by Second Assessor

If a candidate disputes the results of their assessment, they should contact the Academic Support Team outlining the reasons for their concern.

The Internal Verifier will be notified and will appoint a second suitably qualified and experienced assessor to reassess the work. The second assessor will return to the candidate with their assessment decision.

If the candidate disputes the second assessor's decision, the appeal moves on to Stage 2.

### Stage 2: Review by Internal Verifier

Where a candidate disputes the second assessment decision, the Internal Verifier for the programme will review the assessor decisions and determine whether the correct decisions were reached, based on the marking criteria and standardisation processes.

The Internal Verifier will inform the candidate of the decision made and the reasons for it. If the candidate disputes the Internal Verifier's assessment decision, the Internal Verifier will notify the Customer & Operations Director and the External Verifier.

### **Stage 3: Assessment Appeals Panel**

Where an assessment appeal remains unresolved within the programme, an Assessment Appeals Panel will convene within 30 working days. The Assessment Appeals Panel will consist of the External Verifier, one member of i-to-i's Senior Management Team and, if required, an independent subject expert.

The Assessment Appeals Panel will review the submitted material against the marking criteria to determine whether the grade awarded was correct. The Panel will inform the candidate of their decision within 10 working days of convening.

For courses that do not lead to a regulated qualification, this is the final right of appeal and the decision made by the Appeals Panel is final.

### **Procedure for Malpractice Appeals**

If malpractice or maladministration is discovered by one of our representatives (e.g. a teacher, administrator or invigilator) or has been reported directly to us by a third party, we will conduct an investigation in a form commensurate with the nature of the malpractice or maladministration allegation.

Such an investigation will require the full support of all personnel linked to the allegation. If a candidate disputes the allegation, they may make an appeal.

The procedure for a malpractice appeal is as follows:

#### **Stage 1: Review by Academic Support Team**

If a candidate disputes an allegation of malpractice, they should contact the TEFL Support Team outlining the reasons for their concern.

A member of the Academic Support Team will review the case and return to the candidate with their decision.

If the candidate disputes the Academic Team's decision, the appeal moves on to Stage 2.

#### **Stage 2: Review by Internal Verifier**

Where a candidate disputes the second decision, the Internal Verifier for the programme will review the assessor decisions and determine whether the correct decisions were reached based on the evidence given.

The Internal Verifier will inform the candidate of the decision made and the reasons for it. If the candidate disputes the Internal Verifier's decision, the Internal Verifier will notify the Customer & Operations Director and the External Verifier.

### **Stage 3: Assessment Appeals Panel**

Where an assessment appeal remains unresolved within the programme, an Assessment Appeals Panel will convene within 30 working days. The Assessment Appeals Panel will consist of the External Verifier, one member of i-to-i's Senior Management Team and, if required, an independent subject expert.

The Assessment Appeals Panel will review the evidence to determine whether the decision was correct. The Panel will inform the candidate of their decision within 10 working days of convening.

For courses that do not lead to a regulated qualification, this is the final right of appeal and the decision made by the Appeals Panel is final.

### **Right of Escalation to Gatehouse Awards**

If a candidate on a course that leads to a regulated qualification is dissatisfied with the outcome of an Appeal and has exhausted the i-to-i appeals process, they have the right to send their complaint to Gatehouse Awards (the Awarding Organisation), who may choose to review the case.

### **Monitoring and Reporting**

The Academic Director will report any appeals to i-to-i's Senior Management Team who hold overall responsibility for monitoring of them. Where the course leads to a regulated qualification, the Academic Director will also report an appeal to the Awarding Body, Gatehouse Awards.

### **Review**

This policy will be reviewed on an annual basis. The date of the next review will be September 2023.