

ITEC Appeals Policy

Version 3



Contents

Appeals Policy	3
Introduction	3
Centre's Responsibility	3
Review Arrangements	3
Areas Covered by the Policy	3
Process for Raising an Appeal	4
First Stage of the Appeal (Initial enquiry stage)	4
Theory Re-Examination	5
Practical Re-Examination	5
Situations Brought to our Attention by the Regulatory Authorities	5
Seeking an Independent Review	5
Process for the independent review	6
Successful Appeals and/or Issues Brought to our Attention by a Regulator	7
Contact Us	7
Appeals Form	8



APPEALS POLICY

INTRODUCTION

This policy is aimed at our customers, including Learners, who are delivering/enrolled on, or have taken an ITEC approved qualification or unit. It sets out the process you should follow when submitting appeals to us and the process we will follow when responding to enquiries and appeals.

It is also for use by our staff to ensure they deal with all appeals in a consistent manner.

CENTRE'S RESPONSIBILITY

It is important that your staff involved in the management, assessment and quality assurance of our qualifications and your Learners are aware of the contents of the policy.

In addition, you must have internal appeal arrangements which Learners can access if they wish to appeal against a decision taken by your Centre. If an individual wishes to appeal against a decision taken by a Centre it must first of all go through the Centre's appeals process before bringing the matter to ITEC.

REVIEW ARRANGEMENTS

We will review the policy annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer and Learner feedback or requests from, or good practice guidance issued by, the Regulatory Authorities (e.g., to align with any appeals and complaints process established by the Regulatory Authorities such as Ofqual or SQA).

If you would like to feedback any views please contact us via the details provided at the end of this policy.

AREAS COVERED BY THE POLICY

This policy covers:

- Appeals from Learners and/or Centres in relation to an assessment decision on the basis that we did not apply procedures consistently or that procedures were not followed properly and fairly
- Appeals from Centres in relation to an ITEC decision concerning a Centre's application to offer an ITEC qualification
- Appeals from Centres concerning the contents of a Centre monitoring
- Appeals from Centres and/or Learners relating to an ITEC decision to decline a Centre's request to make reasonable adjustments or give special considerations
- Appeals from Centres or Learners in relation to the application by ITEC of a sanction/action on a Centre resulting from a verification visit or an investigation into malpractice or maladministration or a decision to amend a Learner/set of Learners' results following a malpractice or malpractice investigation



- Appeals from Centres relating to a decision made by ITEC following an investigation into a complaint about a Centre
- Appeals if you believe we have not applied our procedures consistently or that procedures were not followed properly, consistently and fairly

PROCESS FOR RAISING AN APPEAL

- You (and your Learners) have 4 weeks from the date we notified you of the decision you are appealing against in which to lodge an appeal against our decision - this includes assessment results; hence please advise your Learners/staff to retain their course evidence until they receive their result
- If you appeal on behalf of your Learners you must ensure that you have obtained the written permission of the Learner(s) concerned as grades/results can go down as well as up as a result of an investigation
- Learners who wish to appeal about their assessment results or about a related decision should be supported by their Centre and should have exhausted their Centre's own appeals process before appealing to us. Learners must provide us with evidence that they have first appealed to their Centre. It's expected that Learners will only appeal directly to us in exceptional circumstances.

FIRST STAGE OF THE APPEAL (INITIAL ENQUIRY STAGE)

- Centres should submit their Learner's appeal in writing to ITEC Head office for the attention of the Appeals Department within 30 working days of receipt of their ITEC examination results
- The appeals must come with supporting evidence from the Head of the Centre/Department after detailed discussion with the appropriate Lecturers
- ITEC will respond to enquiries and appeals within 20 working days of receipt of the appeal
- Where the appeal is regarding a theory mark or evidence of relevant treatments, the paper/evidence of relevant treatments will be re-marked
- If it is an appeal against a Practical Examiner's decision, a detailed report will be produced by the first Examiner that will be reviewed by an ITEC Internal Quality Assurance panel to ascertain whether moderation is necessary
- If ITEC finds the assessment decision to be correct it will set out its reasons in writing with supporting evidence
- If the assessment decision is proved to be incorrect and the result is uplifted, ITEC will issue the new result and diploma
- If other assessment decisions may be affected by the result of such an appeal, all similar results will be recalled and reviewed in the same way

If the Centre/Learner is not satisfied with the result of ITEC's review of the appeal, it/they should write to ITEC within 15 days of receiving the review requesting a re-examination



THEORY RE-EXAMINATION

ITEC will provide a theory examination paper for a date to be requested by the College to be invigilated by the College under the standard ITEC theory examination regulations and procedures.

This paper will be independently marked.

If other assessment decisions may be affected by the result of such an appeal, all similar results will be recalled and reviewed in the same way.

PRACTICAL RE-EXAMINATION

As soon as possible, the Candidate will be re-examined at a practical examination at her/his own College, or an alternative College (where available) as agreed with ITEC. Wherever possible a different Practical Examiner will conduct the examination.

The examination grade will then be reviewed by a member of the Quality Assurance Team. If the new grade is higher than the previous grade, to the extent that the Candidate's result changes from Refer to Pass or from Pass to Merit or Merit to Distinction, following the review the new grade will be awarded.

If other assessment decisions may be affected by the result of such an appeal, all similar results will be recalled and reviewed in the same way.

SITUATIONS BROUGHT TO OUR ATTENTION BY THE REGULATORY AUTHORITIES

Where the Regulators notify us of failures that have been discovered in the assessment process of another awarding organisation, we will review whether or not a similar failure could affect our own assessment processes and arrangements.

SEEKING AN INDEPENDENT REVIEW

If you decided to proceed to the independent appeal stage we will arrange for an independent review to be carried out.

This will be carried out by someone who is not an employee of ours, an Assessor working for us, or otherwise connected to our organisation. They will also be someone with the relevant competence to make a decision in relation to the appeal and will not have a personal interest in the decision being appealed.

The Independent Reviewer will review all the evidence which took place in the above stages and review if we have applied our procedures fairly, appropriately and consistently in line with our policy.

The independent review process may involve:

- a discussion with the Appellant or the Learner and ITEC personnel
- a request for further information from the Appellant, the Learner or ITEC personnel



- a Centre visit by authorised ITEC personnel

The Independent Reviewer's decision is final in relation to how ITEC will consider such appeals and we will let you know the outcome of the review within 20 days of receipt of the third appeal. If the Centre/Learner is still unhappy with the outcome at this stage they are entitled to raise the matter with the relevant Qualification Regulator (e.g., Ofqual in England and SQA in Scotland.)

PROCESS FOR THE INDEPENDENT REVIEW

- Centres should resubmit their appeal in writing to ITEC Head Office for the attention of the Appeals Department within 15 working days from receipt of the re-examination request
- The appeal should come with supporting evidence from the Head of the Centre/Department
- ITEC will respond to the enquiry/appeal within 20 working days from receipt of the request
- The appeal will be reviewed by the full ITEC Quality Assurance Panel and an independent person who has no other connection with ITEC and has not worked for them within the past 7 years. The process will focus on whether ITEC followed the correct procedures and arrived fairly at the decision. If the panel still finds the assessment decision to be correct, ITEC will confirm the decision in writing.
- If the assessment decision is proved to be incorrect and the appeal is upheld, ITEC will issue the new results and certification
- If other assessment decisions may be affected by the result of such an appeal, all similar results will be recalled and reviewed in the same way
- If your qualification was taken in Scotland and you feel that a complaint has not been appropriately addressed and considered by ITEC and the SQA, you may raise the complaint with the Scottish Public Service Ombudsman (SPSO.) These types of complaints are considered by the SPSO to be an appeal and would therefore use the ITEC Appeals Processes (see the ITEC Appeals Policy for further details.) Please note SPSO will not consider complaints about academic decisions.



SUCCESSFUL APPEALS AND/OR ISSUES BROUGHT TO OUR ATTENTION BY A REGULATOR

In situations where an appeal has been successful, or where an investigation following notification from a Regulator indicates a failure in our processes, ITEC will give due consideration to the outcome and will, as appropriate, take actions such as:

- Amend the record of the Centre concerned
- Identify any other Learners who have been affected, correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure (e.g., amend the results for the Learner(s) affected following an appropriate investigation)
- Review our associated processes and policies to ensure that the 'failure' does not occur again or mitigate the situation as far as possible if the failure that occurred cannot be corrected

We will also co-operate with any follow-up investigations required by the Qualifications Regulators and if appropriate agree any remedial action with them.

CONTACT US

If you have any queries about the contents of the policy, please contact calling ITEC Customer Service on +44 (0) 208 994 4141 or email them at customerservices@itecworld.co.uk



APPEALS FORM

Centre, Learner, Examination & Booking Details

Centre Name:	
Centre Number:	
Learner Name:	
ITEC Student Number:	
Examination Booking Reference:	
Date of Examination:	
Date Appeal Submitted:	

Please submit evidence of the following:

1. The results of the outcome of the appeal to the centre (it would not be appropriate for ITEC to enter into correspondence until the Centre's Appeals Policy has been exhausted) - mandatory
2. Evidence to support the appeal - mandatory
3. A statement outlining the outcome of the Appeal to the centre and all relevant evidence to support the escalation of the Appeal to ITEC – mandatory

For example:

- Relevant assessment outcomes
- Written permission from Learner(s)
- Statements from Lecturer's where appropriate
- Statements from colleagues where appropriate
- Statements from clients where appropriate

Please attach this form to the front of the documents when submitting by mail or complete electronically and attach it to the email with all supporting evidence.

NB ITEC is unable to process the Appeal without the evidence listed above

Centre Representative

Official Title:	
Name:	
Signature:	
Date:	

Learner

Name:	
Signature:	
Date:	

