Vocational Appeals Policy

Audience	Pearson Vocational teaching staff, Heads of Department, SLT
Status / review cycle	Annual
Current review	September 2026
Next review	September 2027
Review committee	Curriculum Management
Staff lead	AP T&L
Trustee lead	

Policy Aims:

1. To enable the learner to enquire, question or appeal against an assessment decision.
2. To attempt to reach agreement between the learner and the assessor at the earliest opportunity.
3. To standardise and record any appeal to ensure openness and fairness.
4. To protect the interests of all learners and the integrity of the qualification.

In order to do this, Esher College will:

- Inform the learner at induction, of the Appeals Policy and procedure
- Accurately record, track and validate any appeal submitted.
- Forward the appeal to the awarding body when a learner considers that an assessment decision continues to disadvantage them after the internal appeals process has been exhausted.
- Keep appeals records for inspection by the awarding body for a minimum of 18 months
- Have a staged internal appeals procedure.
- Take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results.
- Monitor appeals to inform quality improvement.
- Comply with the requirements as set out in the JCQ Appeals information

Purpose/Scope:

- That there are clear procedures for learners to enable them to enquire about, question or appeal an assessment decision following the resolution of the appeal
- That the Head of Centre facilitates the learner's ultimate right of appeal to Edexcel, once the centre's appeal procedure is exhausted.

Definitions/Terminology:

Appeal: a request from a learner to revisit an assessment decision which they consider to disadvantage them.

Appeals procedure: a standard, time limited, sequenced and documented process for the centre and learner to follow when an appeal is made.

Responsibilities:

Learner: responsible for initiating the appeals procedure, in the required format, within a defined time frame, when they have reason to question an assessment decision.

Assessor: responsible for providing clear achievement feedback to learners. If assessment decisions are questioned, the assessor is responsible for processing the learner's appeal within the agreed time.

Internal verifier/lead internal verifier/senior management: responsible for judging whether assessment decisions are valid, fair and unbiased.

Head of Centre: responsible for submitting an appeal in writing, to Edexcel if the learner remains dissatisfied with the outcome of the centre's internal appeals procedures.

Procedures:

Learner induction: Should inform the learner of the appeals procedure. This will be in print version and will also be available to students and parents/carers through the college website.

Learner appeals procedures: A staged procedure to determine whether the assessor:
- used procedures that are consistent with Edexcel's requirements
- applied the procedures properly and fairly when arriving at judgements
- made a correct judgement about the learner's work.

Appeals procedure stages:

- **Stage 1 – Informal:** Learner consults with assessor within a 14 day period following the assessment decision, to discuss an assessment decision. If unresolved, then the issues are documented before moving to stage 2.

- **Stage 2 – Review:** Review of assessment decisions is undertaken by the Programme Leader and/or internal verifier/lead internal verifier. Learner notified of

findings and agrees or disagrees, in writing, with outcome. If unresolved, move to stage 3.

• **Stage 3 – Appeal hearing:** In line with the college general policy a Senior Manager will hear the appeal.

Appeals should be made **in writing** to the Deputy Principal, who will investigate the appeal. If the Deputy Principal was directly involved in the assessment in question, the Principal will appoint another member of staff of similar or greater seniority to conduct the investigation

The Deputy Principal will decide whether the process used for the internal assessment conformed to the requirements of the awarding body (examining board).

- Last stage by the centre. If unresolved, move to stage 4

• **Stage 4 – External appeal:** The grounds for appeal and any supporting documentation must be submitted by the centre to Edexcel within 14 days of the completion of Stage 4: a fee is levied.

Recording appeals: each stage should be recorded, dated and show either agreement or disagreement with decisions. Documents must be kept for a minimum of 18 months.

Monitoring of appeals:
This is undertaken by senior management to inform development and quality improvement.

Resubmission of coursework for assessment
There are strict guidelines set by BTEC on the resubmission of coursework for assessment. The policies are clearly set out and publicised. The decision lies with the Subject Lead Verifier.

Further information about appeals can be found here
Appeals - JCQ Joint Council for Qualifications

Links
Policies for centres, learners, and employees: This is Pearson's policy on learner appeals. Please note, this does not apply until internal centre processes have been exhausted – appeals.