Appendix 12 - Vocational Appeals Policy

This policy is reviewed annually to ensure compliance with current regulations

Purpose/Scope

- That there are clear procedures for learners to enable them to enquire, question or appeal against an assessment decision.
- That any appeal is recorded and documentation is retained for 18 months following the resolution of the appeal.
- That the Head of centre facilitates the learner's ultimate right of appeal to the exam board, once the centre's appeal procedure is exhausted.

Definitions/Terminology

Appeal: A request from a learner to revisit an assessment decision which s/he considers to disadvantage him/her.

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 s/he has 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/Senior Management: Responsible for judging whether assessment decisions are valid, fair and unbiased.

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

Source: Internal assessment in vocational qualifications review and appeals policy (pearson.com)

Aim:

- To enable the learner to enquire, question or appeal against an assessment decision.
- To attempt to reach agreement between the learner and the assessor at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness.
- To facilitate a learner's ultimate right of appeal to the awarding body, where appropriate.
- To protect the interests of all learners and the integrity of the qualification.

In order to do this, the centre will:

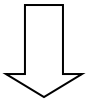
- Inform the learner at induction, of the Appeals Policy and procedure.
- Record, track and validate any appeal.
- Forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted.
- Keep appeals records for inspection by the awarding body for a minimum of 18 months.
- Have a staged appeals procedure.
- Will 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.

Internal Appeals Procedure Flowchart

Stage 1) Learner: Responsible for initiating the appeals procedure by formally writing a letter to the assessor, lead IV, quality nominee or programme leader.



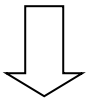
Stage 2) Assessor: Responsible for discussing learner's concerns and appeal. Feedback must be given, **and documented,** in order to resolve the issue where possible, and a new deadline date agreed for learner to complete work.



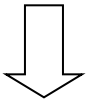
Stage 3) Lead IV / Programme Leader: Responsible for carrying out verification on assessed work in question, and to give feedback to assessor in order for an amicable solution to be made. All decisions and feedback must be documented on verification document



Stage 4) Quality Nominee / Quality Reviewer: Responsible for verifying any work that the learner feels has been assessed wrongly, and to give feedback to assessor/lead IV/learner in order for an amicable solution to be made. All decisions and feedback must be documented on verification document



Stage 5) Senior management: Responsible for scrutinising any questionable work that has been involved in any appeal, and to give feedback to assessor/lead IV/learner in order for an amicable solution to be made. All decisions and feedback must be documented on verification document



Stage 6) Head of Centre: Responsible for sending a written appeal to the awarding body if the learner is dissatisfied with centre outcomes.

Appealing against an exam board decision:

Please see details of the exam boards appeals processes here:

Pearson policy reference: https://www.jcq.org.uk/exams- office/appeals/

OCR Policy reference: https://ocr.org.uk/administration/cambridge-nationals/post-results/appeals/

WJEC Policy reference: https://www.wjec.co.uk/home/administration/results-grade-boundaries-and-prs/post-results-services-and-appeals/#tab_0

Please note, this does not apply until internal centre processes have been exhausted.

Quality Nominee – P Atkinson	atkinsonp@hattonacademy.org.uk	11/2026
LIV Business – M Tarlton	tarltonm@hattonacademy.org.uk	11/2026
LIV Health & Social Care – L Hughes	hughesl@hattonacademy.org.uk	11/2026
LIV Information Technology – T Abedin	abedint@hattoncademy.org.uk	11/2026
LIV Sport Level 2 – C Bevan	bevanc@hattonacademy.org.uk	11/2026
Lead IV Sport Level 3 – C Bevan	bevanc@hattonacademy.org.uk	11/2026
LIV Art and Design & Food – A Gray	graya@hattonacademy.org.uk	11/2026
LIV Textiles – L Cross	crossl@hattonacademy.org.uk	11/2026
LIV Applied Science	legassicks@hattonacademy.org.uk	11/2026