

### **Appeal Procedure for Candidates**

If at any stage during the exam or coursework a student has concerns about the procedures used in assessing the internally marked work for the exams (e.g. coursework / portfolio / projects), then he/she MUST initially discuss this with the tutor or the centre manager. Hopefully this will resolve the issue.

If the matter is not resolved then the student should see the Examinations Officer as soon as possible to discuss whether a formal appeal could be made. Any appeal is very much a last resort, and a request for an appeal will not be accepted unless these other avenues have first been explored. It is expected that appeals will be extremely rare.

An appeal will be permitted provided that the student has kept to agreed course and test deadlines (unless this is what the appeal is about), and he/she has made the appeal within a fortnight of the issue arising.

A student may not appeal against any mark that has been awarded unless he/she thinks that this has been because of a procedural error.

In accordance with the Code of Practice for the conduct of examinations, we are committed to ensuring that:

- Internal assessments are conducted by staff who have the appropriate knowledge, understanding and skills.
- Assessment evidence provided by candidates has been produced and authenticated according to the requirements of the award.
- The consistency of internal assessment is secured through internal standardisation.
- An audit of assessment procedures is part of our ISO quality document

### **Appeal Against Internal Assessments**

In a case of disagreements or complaints about the result of exam assessments we are committed to allowing a second assessment by another authorized staff member or by external assessor if necessary as a remedy arising from an official appeal.