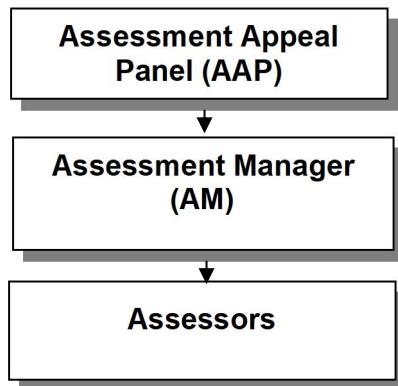


## Appeal Policy

### Assessment Appeal Panel (to be administered by SSG) – From National Assessment Plan



#### Assessment Appeal Panel (AAP)

- The Assessment Appeal Panel is responsible for reviewing and giving a decision on appeals against a Not-Yet-Competent award; and
- The panel is comprised of a Management Representative, the Assessment Manager and one Assessor who is independent of the case in question.

#### Assessment Manager (AM)

##### The Assessment Manager is responsible for:

- the administration and professional conduct of assessment;
- monitoring, ensuring continuous improvement of the assessment process and tools;
- inducting and the continuous professional development of the pool of assessors; and
- managing the process and outcome of the appeal cases.

#### Assessors

- The Assessor is responsible for the conducting of the assessment according to the Assessment Plan.
  - The Assessor should have the relevant qualifications for the job skills and assessment skills.
1. The candidate has the right to challenge the assessment decision made by the assessor.

**When giving feedback to the candidate about the assessment, the Assessor must ask the candidate if he/she agrees with the outcome.**

2. If the candidate agrees with the outcome, the Assessor and the candidate must sign the Assessment Summary Record.

If the candidate does not agree with the outcome, the candidate should not sign the Assessment Summary Record.

3. The candidate should notify the Assessor if he/she is not satisfied with the assessment outcome and intends to appeal against the decision.  
The assessor should report the candidate's intention in the Feedback section of the Assessment Summary Record.
4. The Assessor should notify the Assessment Manager about the candidate's intention to lodge an appeal.
5. The candidate must lodge the appeal in writing giving reasons for the appeal together with the appropriate appeal fee.
6. The Assessment Manager will collect information from the candidate and Assessor and give a decision.
7. A record of the appeal and any subsequent actions and findings will be made.

### **Appeal for Non SFA Courses**

The School aims to ensure that all of its assessments and assessment results are fair, consistent and based on valid judgments. However, it recognises that there may be occasions when learner may wish to double-check on final assessment scores.

There are two stages of the enquiries and appeals procedure:

- Stage 1 – Enquiry Stage – Review by the Principal
- Stage 2 – Appeal Stage – Review by Examination Board

In response to an enquiry, the Principal shall look at the learner's script, checks the responses, reviews the answers and provides a report on the candidate's areas of weakness in the assessment. It should be noted that on review, assessment results can decrease as well as increase.

If the learner is still not satisfied with the outcome of the enquiry, he/she may then appeal to Examination Board (EB).

The Examination Board will check whether all procedures have been correctly followed. Our aim is to resolve all enquiries/appeals internally. The Examination Board offers an independent reviewing only the actions taken during Stage 1 Appeal process. It will consider the papers submitted and may appoint advisers and/or hear oral evidence representations to inform the final decision.

The school is committed to resolving all enquiry/appeal fairly and quickly. There may be exceptional circumstances when it is not possible to reach a decision within the specified timescale. In this case, the appellant will be notified and informed of the date when a decision will be made.

### **Stage 1 - Learner's enquiry against an assessment result (Stage 1 – Enquiry with Review by the Principal)**

An enquiry to the Institution reviewing an assessment result must be received within **2 weeks** of the date of notification of the result. Prior to that, the learner should discuss their case with the School staff before the request is made.

When an enquiry is requested against an assessment result, the Institution will carry out a review led by the Principal.

### What happens next?

- (1) The School will send an acknowledgement letter on receipt of the enquiry.
- (2) For multiple choice question assessments – the School will check if the learners completed answers against the responses held in our records.
- (3) For written answer assessments/ assignments – the School will check the candidate's answer book to ensure the marks recorded for each question have been allocated and totaled correctly.
- (4) The School will then review the candidate's answers and provide a report on the candidate's areas of weakness in the assessment.

### Outcomes

- (1) Institution will notify the appellant within **2 weeks** of receipt of the enquiry.
- (2) If the decision is to alter the assessment result in favour of the appellant, the school shall submit the enquiry and recommendation to the Examination Board for endorsement. The learner shall receive a letter on the outcome.
- (3) If the decision confirms the original assessment result, the learner will be sent a letter of notification with the findings.

### **Stage 2 – Learner's appeal against an assessment result**

(Stage 2 - Appeal with Review by Examination Board)

After stage 1 enquiry is completed, if the learner is still not satisfied, the learner may then lodge an appeal to Examination Board must be received within **10 working days** of the notification of the outcome of the enquiry.

### What happens next?

- (1) Institutions Examination Board will review an appeal only when it has been through Institution enquiry.
- (2) Institutions Examination Board reviews the process only. They will consider whether the correct procedures were followed consistently during the enquiry and whether they were applied properly and fairly in arriving at judgments.
- (3) Institution Examination Board process is not concerned with making judgments about learners' work. It is not authorized to remark learners' work nor can it change grades or marks previously issued.
- (4) If it finds the procedures were not followed by the enquiry, the Examination Board may then direct the case for remedial action.

### Outcomes

- (1) The outcome of remedial action with recommendation will then be sent back to examination board for final decision.
- (2) Institution will notify the appellant within **2 weeks** of receipt of the appeal.

## Assessment Appeal Policy Work Flow

