

# Appeal against assessment decisions **policy**

## 1. Purpose

This purpose of this policy is to protect the integrity of CfA Qualifications assessments. It is designed to support staff by providing information on appeals against assessment decisions.

## 2. Scope

This policy applies to any individuals involved with any aspects of the delivery of assessment for CfA Qualifications

This can include:

- Apprentices
- NVQ candidates
- Assessors
- Internal quality assurers
- Freelance staff
- CfA Qualifications staff

## 3. Regulatory authorities

Relevant regulatory authorities are:

- Ofqual

## 4. Audience

This document is for:

- Apprentices
- NVQ candidates
- Training providers
- Assessors
- Internal quality assurers
- Freelance staff
- Regulators
- CfA board directors
- CfA staff

## 5. Definitions

An appeal against an assessment decision relates specifically to appeals about the grades awarded for the professional discussion and/or project assessment. For any other complaint, the complaints procedure should be used.

## 6. Policy statement

- All appeal decisions are taken by individuals who have no personal interest in the decision being appealed
- All appeal decisions are taken by individuals who have appropriate competence
- Appellants are kept informed of the progress of their appeal
- Appeals are dealt with within published timescales
- The needs and interests of apprentices/candidates are considered and protected
- Customer facing versions of the appeals policy and procedure are communicated to employers, training providers and individual apprentices and published using appropriate media

# Appeal against assessment decisions **policy**

## 6. Policy statement - ctd

- Every endeavour is made to ensure compliance with relevant legislation and in particular the handling of sensitive data in accordance with the GDPR
- Where an appeal results in the identification of a failure in the assessment process, CifA takes all reasonable steps to identify any other apprentices affected, correct or mitigate as far as is practicable the effect of the failure, and ensure that the failure does not recur
- all appeals are logged in a dedicated tab in the EPAO risk register

An apprentice may appeal if they disagree with the results of their assessment.

The following are valid reasons for disagreeing with an assessment decision (this list is not exhaustive)

- believe that assessment procedures were not properly applied, or assessment arrangements were not appropriate
- believe that the information about the assessment was misleading
- believe that an assessor's judgment was biased in reaching an assessment decision
- believe that mitigating circumstances were not taken into consideration, affecting the assessment decision
- believe that administrative errors may have occurred in recording the assessment decision correctly

### **CifA board**

Appeal information is escalated to the board as part of the risk management process.

### **Charges**

There are three stages to an appeal, with different fees attached, as described below:

Stage 1 – no fee

Stage 2 – £100 payable by the appellant before the stage can progress

Stage 3- £200 payable by the appellant before the stage can progress

## 7. Review

The CifA EPAO reviews all policies annually (typically, during December) and the December review includes this policy. However, if a policy needs reviewing before this time, then the responsible and accountable staff review it.