



GURU GOBIND SINGH KHALSA COLLEGE

**BTEC APPEALS & COMPLAINTS
POLICY AND PROCEDURES
2020-2021**

Centre Number: 16810

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Guru Gobind Singh Khalsa College (GGSK College) recognises that sometimes things may go wrong for a learner, who then wishes to make a complaint or an appeal. This document explains how to go about doing so.

An appeal is specifically related to a matter of academic decision, for example where a student does not agree with the marks awarded for a piece of assessed work.

The procedure for that is detailed separately below.

Other matters of concern, which are not related to marks, can be raised as a complaint, for example against a member of staff, a student, or about facilities.

APPEALS & COMPLAINTS POLICY

All learners are able to formally challenge an assessment mark or grade awarded if:

- They have been discriminated against
- They feel the assessment procedures haven't been fairly carried out
- They feel the centre prevented completion by reason of its policies, procedures or practices

In the first instance they should discuss this with their BTEC teacher/assessor. If they are still dissatisfied they should discuss with their programme leader and/or Examinations officer. If still unresolved then they should refer to the centre appeals procedure, available on the school website, student BTEC handbook and from the school office.

INDUCTION

The appeals and complaints procedure will be explained to all learners during their induction before the course starts in September of each academic year. If a student joins the course late, they will be informed of the process during enrolment.

The reasons for appeal and process will be explained so all students are aware of their options.

The process is also outlined in the student handbook which is given out to all students when they register for the course.

RECORDING & MONITORING

A written record of all appeals should be kept by the Examinations Officer, Mrs Dodwal. This record should include the outcome (either agreement or disagreement) of an appeal and the reasons for that outcome. A copy should be kept for inspection by the awarding body for a minimum of 18 months.

Any changes to an internally assessed mark as a result of an appeal should also be sent to the awarding body, also within one week.

If a learner is not satisfied with the result of the internal appeals and complaints procedure, they are entitled to appeal to the awarding body.

Records of appeals should be logged to ensure a consistent and standardised approach to dealing with complaints and appeals. Monitoring of appeals to be undertaken by senior management to inform development and quality improvement.

APPEALS & COMPLAINT PROCEDURE

If students have any concerns with regards to their individual assignments then the following procedure should be followed:

- **Stage One.** The candidate should appeal in writing to the assessor within one week of the assessment decision. The assessor will at this point inform the LIV why the learner wants to appeal, using the form in Appendix A. The assessor, after considering your explanation, and discussing with the internal verifier will provide a response with a clear explanation of the decision taken, within one week of receiving the appeal from the candidate. If the candidate still remains unhappy with the outcome they should proceed to the next stage.
- **Stage Two.** The candidate must appeal in writing, addressing their reasons for appeal, to the Lead Internal Verifier who will address the issue. He/she will consider the reason for the appeal and the response of the teacher/assessor. A decision will be given to the learner within one week of the concern being received. If the student remains unhappy and wishes to proceed the next stage the programme leader must record the appeal. (see Appendix B).

(If the assessor and LIV are the same person, the candidate may appeal to the LIV of another subject at the centre)

If at stage two the teacher/assessor disagree with the decision then he/she has the right to appeal and stage three occurs.

- **Stage Three.** The candidate must contact Mrs Dodwal, Deputy Head, who must convene, within 3 weeks, a panel comprising him/her self, the programme leader, learner, the teacher/assessor and a parent or a friend of the student (if requested). The Deputy Head must make a decision and inform all the parties within five working days of the Appeals Panel meeting. This decision is final. Records of all appeals are to be kept and made available to the examination board. (see Appendix C)
- **Stage Four.** If the candidate is not satisfied, he or she may appeal to the Regional Quality Manager at Edexcel. This should be in writing.

Signed:



Mr A Toor

(Head of Centre)

Appendix A:

INTERNAL APPEAL RECORD FORM

BTEC Qualification:

Unit Number:

Student Name:

Assessor:

Internal Verifier:

Senior Manager:

Stage One (Unit Assessor)

Response within 5 working days

Reason for Appeal:

(Please give full details)

Outcome:

Assessor signature: Date: / /

