

# Appeals Procedure

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January 2024

An Appeal is a procedure that allows a learner to formally challenge the decision of the Assessors on specified grounds for Internally Marked Assessments (see grounds for an appeal below). The procedure for making an appeal is summarised below: – Please note all Appeals must be made in writing by email or post.

The decisions of an Assessor may be challenged on the three following grounds:

- That there exist circumstances materially affecting the learner's performance which were not known to the Assessor when the decision was taken and which it was not reasonably practicable for to make known to the Assessor beforehand.
- That there were procedural irregularities in the conduct of the assessment procedures, including assessment of coursework, of such a nature as to create a reasonable possibility that the result might have been different had they not occurred.
- That there is evidence of prejudice, bias, or inadequate assessment on the part of one or more Assessors.

## Challenges to appeals concerning Internal Assessment

Candidates cannot appeal solely because the result is worse than they would have wished or worse than they feel they deserve. No appeal will be allowed on the grounds that candidates believe that the Assessor may have erred in his/her judgment of the results achieved, if the decision of the assessors was properly made.

## Making an appeal concerning Internal Assessment

The procedures for appeals for internal assessment have two phases.

### Stage One

The learner must submit a case for internal resolution to the Centre via email on [accredited.training@suffolkwildlifetrust.org](mailto:accredited.training@suffolkwildlifetrust.org) within 7 days of notification of the results. When submitting an appeal, the learner must include: –

- Full name, date and location of course.
- Reasons/grounds for appeal.
- Evidence for the appeal in the form of documents e.g., portfolios along with date(s) and time(s) of occurrences relevant.
- The Assessor will normally aim to respond to a learner's request for internal resolution within a maximum period of 10 days.

### Stage Two

If the learner is unable to come to an agreement with his/her Assessor, then they can escalate the appeal to the IQA for consideration. The escalated appeal must be submitted within 14 days of notification of a failure to resolve the dispute with the Assessor. The IQA and Head of Learning will review the enquiry and ensure procedures have been applied fairly, appropriately and consistently in line with SWT policies. SWT

aims to complete the process within 20 working days. Failure to resolve the dispute internally may ultimately result in the dispute being escalated to the Awarding Body, whose decision will be deemed final. All evidence of appeal, decisions and disputes will be provided to the Awarding Body at this stage. SWT will ensure that written permission of the learner concerned is obtained before the enquiry and that the Awarding Body's [Enquiry and Appeals Policy](#) is adhered to.

### **Making an Appeal Concerning External Assessment**

The Awarding Body will deal with all appeals relating to an external assessment. Most importantly, this Appeal will only be made by the Centre on behalf of individual candidates and not by the candidates themselves. The Centre will send any evidence and the candidate's appeal to the Awarding Body. Evidence sent will usually be the candidate's actual portfolio (if this has not already been sent to the Awarding Body) and an application stating the basis of the appeal. It is outside the remit of Suffolk Wildlife Trust to control the outcomes or time taken for resolving Appeals by any Awarding Bodies. However, we will do our best to facilitate the process for both candidate and Awarding Body. The candidate must never contact the Awarding Body directly unless expressly requested by the Awarding Body to do so.

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