

Assessment - Appeals Policy

The assessment process should be transparent, fair, and just for all learners. All learners have the right to appeal against any assessment decision.

Any learner may appeal against an assessment decision if they feel:

- That they have been treated unfairly.
- The assessment decision to be wrong or invalid.
- The assessment process to be unfair or wrongly conducted.
- The teaching methods did not prepare for the assessment.
- The assessment methods to be inappropriate.
- The assessment process to be unreliable or inconsistent.

Written records will be kept of all appeals.

At any stage, any learner can seek the support of an advocate or friend to assist them in dealing with their appeal.

The stages of the process follow:

Stage 1

In the first instance the learner should discuss their concerns with their assessor.

Stage 2

If the learner has been unable to resolve their appeal informally with the assessor, the learner can appeal in writing to the Internal Moderator. The appeal will be investigated, assessed and a decision will be given in writing within 14 working days.

Stage 3

If the learner is still not satisfied with the result of their appeal, they can request for their appeal to be forwarded to an Appeals Committee at OCN London. The Committee will consist of at least three staff including senior managers and a subject specialist. The Committee will respond to the appeal in writing within 4 weeks. The result of the Appeals Committee is final.