

APPEALS POLICY

This policy is aimed at our approved centres. Signature has a procedure for dealing with appeals, which is divided into the following categories:

- Assessment results
- Signature's decision to 'not support' a group of National Vocational Qualification (NVQ) portfolios
- Signature's decision to decline a centre's request to make reasonable adjustments or give special considerations
- Signature's decision relating to any action to be taken against a learner or a centre following an investigation into malpractice or maladministration.

Appealing Assessment Results

Signature aims to ensure that all our assessments are carried out to the highest possible standards and that assessment decisions are fair, reliable and consistent. However, we recognise that from time to time a centre or candidate may receive a FAIL results when a PASS has been expected.

Centres have access to candidate result transcripts, giving details of the marks candidates have been awarded for each assessment criteria. The centre will have a copy of the assessment media and can request they watch the assessment with their teacher.

Breakdown of Marks

Not required for BSL/ISL Level 1 and Level 2 as this is automatically provided as part of our results service.

We offer a Breakdown of Marks service for those who wish to know what they have scored for each assessment criteria for Level 3 and above.

The centre should complete an appeal form on IRIS, providing:

- The name of the candidate they are appealing
- The booking reference (B/SIG)

- The booking session number
- **Please note – a centre can request a breakdown of marks for all candidates on one Information Request Form**

Unlike Level 1 and Level 2, where candidates can only score certain marks for assessment criteria, each of the assessment criteria carries a score of 1 to 10. We therefore provide each mark that the candidate has been awarded for each of the assessment criteria. You should then refer to the marking guidance to see information as to why these marks have been awarded.

e.g	1.1	Initiate and Maintain Dialogue	5 Marks
	1.2	Adapt own language appropriately	7 Marks

Stage 1 Appeal

The centre should complete an appeal form on IRIS, providing:

- The name of the candidate they are appealing
- The booking reference (B/SIG)
- The booking session number
- **Please note – a separate appeal form must be completed for each candidate and each session.**

Instructions on how to complete an appeal form can be found in the Documents section in IRIS.

We will arrange for an assessor to re-mark the candidate's work. The assessor WILL NOT be the assessor who has marked the candidate's work the first time

Signature will notify you of the result of the re-mark via the appeal form that has been raised in IRIS. If the candidate is awarded a PASS (Upgraded) then the scores in IRIS will be upgraded with the new marks awarded. If the result remains a FAIL (upheld) the scores are NOT amended. Centres are only charged for any appeal that has been upheld.

Stage 2

If you still do not agree with the outcome of Stage 1, then you can ask for a Stage 2 Appeal. This should be added to the original appeal form generated for this appeal, and you should add to this why you are unhappy with the outcome of Stage 1.

Signature will appoint a small panel led by a senior member of Signature staff who has not previously been involved in the assessment or Stage 1 of the appeal process to review the case. The panel DOES NOT remark the work or change the result – it will review the evidence and decide whether the correct process was followed. It may refer the case back for a further re-mark if processes were not followed correctly. We will notify you of the result of the re-mark via the appeal form that has been raised in IRIS.

Stage 3

If you remain dissatisfied AND have a clear reason for escalating the case to this stage, you must complete that section in the original appeal form raised on IRIS.

You must provide a clear reason for wishing to move to this stage of the process, so that the independent chair of the panel is persuaded that it is justified.

Signature refer the case to a small panel drawn from members of Signature's Board of Trustees, and including someone who is independent of Signature and its committees. Panel members will not previously have been involved in the case. The panel is authorised to consider matters relating to the processes involved in administering the assessment and fairly arrive at judgements.

It will NOT remark the candidates work NOR can it change results. However, it has the power to direct Signature to re-consider a case and it may offer recommendations. The decision of the panel is final.

Service	When to use this service	What happens	Your deadline	Cost	Our deadline	What we will give you
Breakdown of Marks For: Level 3 and higher only	If a candidate wants to know what they have scored for each criteria within an assessment.	You complete an Appeal form in IRIS, giving full details of: <ul style="list-style-type: none"> • The name of the candidate • The booking ID • The session ID 	4 weeks from the issue of results	£10 per candidate	Within 2 weeks of receiving the Information Request Form in IRIS	We will provide the score received for each assessment criteria via the appeal form.
Stage 1	If a candidate's results show a Fail and a Pass was expected and you also support the candidate's opinion that an error of marking may have been made.	You complete an Appeals Form on IRIS, giving full details of: <ul style="list-style-type: none"> • The name of the candidate • The booking ID • The session ID <p>Signature will send the assessment to an assessor who hasn't marked the assessment in the first place.</p>	8 weeks from issue of results	The same as the candidate registration fee for the unit concerned only if the remark is unsuccessful	Within 4 weeks of the confirmation letter.	We will notify you of the result of the appeal via the appeal form raised in IRIS. If the candidate's result changes from 'fail' to 'pass', we will update the result in IRIS. If the candidate's result is still 'fail' we do not alter the score in IRIS.
Stage 2	If you still do not agree with the outcome of	Signature will appoint a small panel led by a senior member of Signature staff who has not previously been involved in	8 weeks from the result of Stage 1	£55 per assessment	Within 4 weeks.	We will notify you of the of the result via the appeal form

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	<p>Stage 1, then you can ask for a Stage 2 Appeal. This should be added to the original appeal form generated for this appeal, and you should add to this why you are unhappy with the outcome of Stage 1.</p>	<p>the assessment or Stage 1 of the appeal process to review the case. The panel DOES NOT remark the work or change the result – it will review the evidence and decide whether the correct process was followed. It may refer the case back for a further re-mark if processes were not followed correctly. We will notify you of the result of the re-mark via the appeal form that has been raised in IRIS.</p>	<p>being issued</p>			<p>raised in IRIS.</p>
<p>Stage 3</p>	<p>If you remain dissatisfied AND have a clear reason for escalating the case to this stage, you must complete that section in the original appeal form raised on IRIS. You must provide a clear reason for wishing to move to this stage of the</p>	<p>Signature refer the case to a small panel drawn from members of Signature’s Board of Trustees, and including someone who is independent of Signature and its committees. Panel members will not previously have been involved in the case. The panel is authorised to consider matters relating to the processes involved in administering the assessment and fairly arrive at judgements.</p> <p>It will NOT remark the candidates work NOR can it change results. However, it has the power to direct Signature to re-consider a case and it may offer recommendations. The decision of the panel is final.</p>	<p>2 weeks from the result of Stage 2.</p>	<p>£150</p>	<p>Within 10 weeks subject to convening the panel within the timescale.</p>	<p>We will notify you of the of the result via the appeal form raised in IRIS.</p>

Service	When to use this service	What happens	Your deadline	Cost	Our deadline	What we will give you
	process, so that the independent chair of the panel is persuaded that it is justified.					

Cost of appeals

We charge a fee for appeals, because they involve quite a lot of work for us. However, if candidate's result changes from 'fail' to 'pass' after an appeal, no fee is charged.

Appeal outcomes

If an appeal exposes a concern about the accuracy of results for other candidates in the same assessment, we will decide whether some or all of their work needs to be re-marked. This is to make sure that the interests of all candidates and the integrity of the unit or qualification are protected. If this happens, we will make any necessary adjustments to the results and notify you of any candidates whose results have been affected.

Appeal services for NVQ 'not supported' portfolios

Signature aims to ensure that all our external portfolio sampling is carried out to the highest possible standards. However, we recognise that from time to time a centre NVQ team may disagree with decisions we make.

If the centre NVQ team disagrees with the final NVQ report and decision for their group of portfolios, the centre should contact their Customer Support Officer to arrange an appeal for the group.

We do not accept appeals from candidates directly or from centres for individual 'not supported' portfolios within a group of 'not supported' portfolios.

Please refer to our fees booklet on our website www.signature.org.uk for the cost of NVQ appeals.

Other appeals

Appeals against a Signature decision relating to any action to be taken against a learner or a centre following an Investigation into malpractice or maladministration.

Appellant must have viable grounds for appeal such as:

- Signature has not followed published procedures.
- New evidence has come to light which could change decision

- Reasonable belief that action taken is not proportionate to the centre or individual's actions

Appeals must be made within two weeks of Signature informing centre/individual of outcome

Appeals will be heard by a small panel of individuals within Signature who have no prior knowledge of the details or been involved in the malpractice investigation and/or decision following the investigation. The panel will include someone who is totally independent of Signature

Appeals against a Signature decision on Reasonable Adjustments and Special Consideration Requests

Centres must contact Signature at the earliest opportunity in order to appeal against a decision.

- Signature will acknowledge all written/video letter complaints within two working days and within 28 working days to provide a response.

All enquiries, requests for an investigation, appeals, and other matters concerning assessment and verification decisions should be addressed to the Assessment and Compliance Officer at Signature.