

APPEALS POLICY

This policy is aimed at our approved centres.

All Breakdown of Marks and Appeals must be submitted to us by creating a Breakdown of Marks and Appeals for on IRIS and choosing the correct service:

1. Breakdown of Marks for Level 3 and above
2. Investigation of Results (Stage 1 Appeal)
3. Decline a request for a Reasonable Adjustment
4. Decline a request for a Special Consideration
5. Investigation into Malpractice or Maladministration
6. Decision on Centre Approval
7. Decision to a sanction upon a centre

BREAKDOWN OF MARKS

Not available 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.

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 candidates a mark 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 |

Please note – a centre can request a breakdown of marks for all candidates on one Breakdown of Marks or Appeal Form.

APPEALING RESULTS

We aim to make sure that assessments are marked 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 result when a PASS has been expected.

Centres have access to candidate result transcripts, giving details of the marks candidates have been awarded. The centre will have a copy of the assessment media and candidates can request they watch their assessment with their teacher. If you still feel the FAIL result is incorrect then you can appeal against that result. **Please note appeals are only available for overall results, not individual assessment criteria.**

Stage 1 Appeal

Please note – a separate form must be completed for each candidate and each session.

We will arrange for an assessor to re-mark the candidate's work. The assessor WILL NOT have marked the candidates assessment before.

We will notify you of the result of the re-mark via the Breakdown of Marks and 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 form raised in IRIS, and you should add why you are unhappy with the outcome of Stage 1.

We appoint a small panel led by a senior member of Signature staff who have not previously been involved in the assessment or Stage 1 of the appeal 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 original form 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 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.

We refer the case to a small panel drawn from members of Signature's Board of Trustees, as well as 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 us to re-consider a case and it may offer recommendations. The decision of the panel is final.

Cost of appeals

We only charge for an appeal if the results remains a FAIL.

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 AGAINST DECISION ON REASONABLE ADJUSTMENTS AND SPECIAL CONSIDERATION REQUESTS

When we make decisions on Reasonable Adjustment or Special Consideration requests we look at all of the evidence submitted with the request. If you do not agree with the

decision, you must provide as much information as possible to the form telling us why you think we have made the wrong decision, together with any additional evidence you might have. Any video letter can be added to the form also. A Signature senior member of staff, who has not been involved in processing the original Reasonable Adjustment request will look at the evidence. You will be notified of the result of the appeal via the original form in IRIS.

APPEALS AGAINST DECISION RELATING TO AN INVESTIGATION INTO MALPRACTICE OR MALADMINISTRATION.

When we make decision on Malpractice and Maladministration, we have looked at all of the evidence gathered during our investigation. If you do not agree with the decision we have made, you must have viable grounds for appeal such as:

- We 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 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. We will notify you of the result of an appeal via the original form in IRIS.

APPEAL AGAINST A DECISION ON CENTRE APPROVAL OR SANCTION

When we make decisions on centre approval or sanctions, we have looked at all of the information gathered during the process. If you do not agree with our decision, you must have viable grounds for appeal such as:

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

Please add as much information to the form telling us why you think we have made the wrong decision. Any video letter can be added to the form also. A Signature senior member of staff, who has not been involved in processing the original Centre Approval application will look at the evidence. You will be notified of the result of the appeal via the original form in IRIS.

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 a Breakdown of Marks and 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 the Form in IRIS	We will provide the score received for each assessment criteria.
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 a Breakdown of Marks or 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 Signature will send the assessment to an assessor who hasn't marked the assessment before.	8 weeks from issue of results	The same as the candidate registration fee for the unit concerned only if the result remains a FAIL	Within 4 weeks of the confirmation letter.	<p>We will notify you of the result the via the original form raised in IRIS.</p> <p>If the candidate's result changes from 'FAIL' to 'PASS', we will update the result in IRIS.</p> <p>If the candidate's result is still FAIL we do not alter the score in IRIS.</p>
Stage 2	If you still do not agree with the outcome of Stage 1, then	We 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	8 weeks from the result of Stage 1 being issued	£55 per assessment	Within 4 weeks.	We will notify you of the result via the original form raised in IRIS.

Service	When to use this service	What happens	Your deadline	Cost	Our deadline	What we will give you
	you can ask for a Stage 2 Appeal. This should be added to the original form generated for this appeal, and you should add to this why you are unhappy with the outcome of Stage 1.	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 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	<p>We 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 us to re-consider a case and it may offer recommendations. The decision of the panel is final.</p>	2 weeks from the result of Stage 2.	£150	Within 10 weeks subject to convening the panel within the timescale.	We will notify you of the of the result via the original form raised in IRIS.

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

