



ENQUIRIES AND APPEALS

All centres must have an enquiries and appeals procedure available to learners. The procedure should identify the person with whom the learner should lodge an enquiry or appeal; state the method by which an enquiry or appeal is to be made; incorporate an appeals panel, or equivalent, which is independent and objective; and stipulate a clear time limit for dealing with the appeal. Its procedures must be applied before any enquiry or appeal is submitted to ABC Awards. If a centre wishes advice on the matters concerning appeals, it should contact any ABC Office and ask for the Office Manager.

1 Enquiries

1.1 Clerical Check of Examination scripts

Where a learner or learners' results are seriously at variance with those expected by the centre and / or learner, a request for a simple clerical check on accurate reporting of figures may be made. This request must be in writing within 28 working days of the despatch of results to the centre.

A fee of £20 per script will be charged.

1.2 Re-mark of Examination Scripts

Where a learner or learners' results are seriously at variance with those expected by the centre and / or learner, a request for a re-mark may be made. This must be in writing within 28 working days of the despatch of results to the centre.

A fee of £80 per script will be charged.

1.3 Re-moderation / verification

Where an external moderator / verifier notifies a centre that its assessments do not match qualification requirements and certification is refused, the centre may request a re-moderation / verification. This request must be made in writing within 28 working days of the external moderation / verification visit or postal moderation and provide the following information:

- centre name and ABC centre ID
- learner name and ABC course ID
- title and number of the qualification / units
- date of external moderator / verifier visit **or**
- date work despatched for postal moderation

A senior external moderator / verifier will review all relevant evidence and either party may request a meeting to clarify the issues.

A fee of £100 will be charged for an external moderator / verifier re-assessment and report.

A fee of £210 will be charged if a centre visit and report is requested by the centre or recommended by ABC

2 Appeals against

2.1 External Assessment decisions

An appeal against results upheld as a result of 1.1 or 1.2 above must be made in writing within 28 working days of the despatch of results to the centre and must provide the following information:

- centre name and ABC centre ID
- learner name and ABC course ID
- title and number of the qualification / units
- date external assessment completed

The appeal will be taken to an appeals panel. Any charges will be at cost and will be notified to the centre / learner before the panel is convened.

2.2 External Moderation / Verification decisions

An appeal against results upheld as a result of 1.3 above must be made in writing within 28 working days of the despatch of results to the centre and must provide the following information:

- centre name and ABC centre ID
- learner name and ABC course ID
- title and number of the qualification / units
- date initial external moderation / verification completed

The appeal will be taken to an appeals panel. Any charges will be at cost and will be notified to the centre / learner before the panel is convened.

3 Unresolved Appeals

If the centre and or learner disagrees with the outcome of an appeals panel report the case will go to independent review. The decision of this review will be final. Any charges will be at cost and will be notified to the centre / learner before the independent reviewer is appointed. The independent reviewer will not have been at any time during the past seven years, a member of an ABC Awards' board or committee, or an employee or subcontractor of ABC Awards.

4 Other Appeals

Centres may wish to appeal against other ABC decisions made against them such as

- refusal by ABC Awards to approve a centre;
- ABC suspension of centre recognition or qualification approval;
- adjudication of internal assessment decisions.

If learners wish to appeal against internal assessment decisions they must proceed in line with the centre policy. Only if they are not satisfied by the outcome of an internal appeal should learners

approach ABC Awards. The first point of contact in such cases is the ABC Office Manager or ABC Quality Manager. Any such appeal must be made before any external moderation or verification is completed.

All such appeals must be made in writing and if any fees for reviewing evidence are applicable ABC will notify the centre before proceeding.

5 Refund of Fees

If an appeal against results is upheld, there will be no charge. When the original decision is upheld, the cost of the appeal will be charged to the centre / learner.

6 Timescales

ABC aims to keep the centre / learner informed at all stages of the process and will endeavour to:

- a) acknowledge written enquiries and appeals within 5 working days of receipt;
- b) appoint an investigating officer, if necessary, within a further 10 working days;
- c) communicate a report from the investigating officer within 15 working days of appointment.