



Iffley Academy
Exams Appeals and Complaints Policy

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SLT Lead	Y Fay

Examination Appeals Policy

Aim

1. To enable the learner to enquire, question or appeal against an assessment decision.
2. To attempt to reach agreement between the learner and the assessor at the earliest opportunity
3. To standardise and record any appeal to ensure openness and fairness.
4. To facilitate a learner's ultimate right of appeal to the awarding body, where appropriate.
5. To protect the interests of all learners and the integrity of the qualification.
6. In order to do this, the Centre will:
 - Inform the learner at induction, of the Appeals Policy and procedure
 - Record, track and validate any appeal
 - Forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage him/her after the internal appeals process has been exhausted
 - Keep appeals records for inspection by the awarding body for a minimum of 18 months
 - Have a staged appeal procedure
 - Will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results
 - Monitor appeals to inform quality improvement

This policy will be reviewed every 12 months.

