

## Appeals Policy

IBSL believes in good practice in all areas of its work and has a standard procedure for dealing with complaints and appeals, which are divided into two categories, (a) a complaint about a service provided by IBSL (b) an appeal about an assessment or examination result. Any issue or complaint raised in (a) above will be dealt with using the Complaints Policy and the following procedure applies only to issues or complaints raised about examination and/or assessment decisions made by IBSL assessors/examiners.

Please note that all contacts concerning appeals made to IBSL, and the outcome of any investigation, will be recorded, monitored, evaluated and published as a matter of policy.

### Appeals Policy

IBSL's Appeals Policy operates across all IBSL qualifications and all IBSL assessment centres and includes various stages of a review and appeals process.

IBSL has established and will maintain an Appeals and Standards Committee to receive and resolve appeals.

The IBSL Appeals and Standards Committee will receive appeals against:

- The outcome of enquiries about results, including where it is stated IBSL did not apply assessment procedures consistently or follow them properly and fairly;
- Decisions regarding Reasonable Adjustments and Special Consideration;
- Decisions of officers of IBSL which affect centres and/or Learners, except decisions relating to suspected malpractice (see separate policy)
- IBSL will only accept appeals from recognised examination centres or from private Learners.
- Appeals against results must be made within the timescales set out in the appropriate documentation.
- IBSL will acknowledge receipt of an appeal within seven working days of receipt, and process the appeal to a conclusion within 32 working days of receipt.
- A charge will be made for processing reviews and appeals, as set out in the Fees List.
- The final word on all appeals rests with the Appeals and Standards Committee who shall act upon any recommendations and decisions made to it by an independent panel set up to hear the appeal. This panel shall be established in accordance with the standard IBSL Terms of Reference, which may be found in our Governance Documents available upon request.

### Procedures for the submission of Appeals

This part of the Appeals Policy describes the procedures for making an appeal against the outcome of an enquiry about results or against a decision by IBSL and should be read in conjunction with *Post Results Services: Information and Guidance for Centres*, the nationally agreed document published by the Joint Council on behalf of the awarding bodies.

At all stages of a review or appeal, every effort will be made to establish whether or not IBSL has followed the relevant 'Code of Practice', and any internal procedures amplifying the 'Code of Practice' in terms of their application in particular areas of the examination or assessment process. The appeal process investigates procedures and is not concerned with making judgements about Learners' work.

Appeals do not generally involve the further re-marking or re-assessment of Learners' work, but further re-marking or re-assessment can be ordered if, following consideration of the appeal, it is found procedures have not been satisfactorily followed.

The following procedures, which have been drawn up in conformity with national agreements, apply to all IBL qualifications, including unit examinations.

### Conditions of Appeal

Only the Head of Centre or a private Learner can submit appeals. The grounds for appeal must be related to IBSL's procedures or the application of these procedures.

The review or appeal process will consider if the IBSL procedures followed are consistent with the regulatory authorities' Codes of Practice and whether they were fit for purpose.

IBSL will consider a review or appeal if the following conditions are met:

- A relevant enquiry about results service has been completed (applies only to appeals against the outcomes of enquiries about results);
- The appeal is submitted in writing by the Head of Centre or private Learner and clearly states the grounds for appeal;
- The appeal is submitted within 14 calendar days of receipt of the outcome of the enquiry or the receipt of the IBSL decision.

Centres are reminded that if they are making an appeal, all the evidence relating to the subject, and especially Learners' coursework where relevant, must be retained securely until all the appeals procedures have been completed.

There are several stages in IBSL's appeals process. These range from clerical re-checks through to full reviews of moderation and/or group results. Charges for every stage of the appeals and review process are to be found in the Fees List.

Centres will be invoiced once the appeals process has been completed, but appeals by private Learners must be accompanied by the appeal fee.

### Appeals Procedure Stages 1 & 2

Stage 1 involves a review of the case by a senior member of IBSL's staff who has had no previous involvement with the case. The purpose of the review is to decide whether, on the basis of written evidence, further work relating to the appeal should be authorised (e.g. re-marking of assessments).

The Head of Centre or private Learner will be notified in writing of the outcome of the review.

If the Head of Centre or private Learner remains dissatisfied, the case may, on written request, progress to Stage 2, involving a review of marking. The Head of Centre or private Learner must make any further appeal to Stage 2 within 14 calendar days of receipt of the outcome of the Stage 1 appeal or any further work resulting from the appeal, whichever is the latter.

If the Head of Centre or private Learner remains dissatisfied with a Stage 2 review decision, a request may be made for a full review of the external moderation or group results. The conclusion of full review and the publication of its outcome terminates the IBSL Appeals procedures, and no

further appeal shall be considered by IBSL.

#### Appeal Resulting in a Change of Grade

Where an appeal leads to a change to the grade or final result of a Learner, an amended statement of results and an amended certificate, where necessary, will be issued. If the change to the grade or final result is due to a failure in IBSL's assessment process, the same principle will apply. In addition, IBSL shall take reasonable steps to identify any other Learner who may be affected by the failure and correct, or mitigate as far as possible, the effect of the failure. IBSL will also ensure the failure does not recur in future.