

Examinations Quality Assurance Framework

Examination Appeals Procedure

Learn Hillingdon is committed to a quality assurance process for all qualifications. Learn Hillingdon recognises the need to ensure that assessment is fair for all learners and therefore recognises the right of all learners to appeal against assessment decisions.

Learners will be charged for this process.

Listed below is the specific appeals process for externally and internally assessed work.

Learners should please refer to their tutor or Curriculum Manager for a more detailed appeals process for their particular qualification. Please note there are fixed time scales for all these stages so learners must act promptly.

Externally Assessed Work

If a learner wishes to appeal on **externally assessed or marked work**, they should contact their Curriculum Manager who will forward the appeal to the Examination Officer and the awarding body for consideration.

NB – it is important to inform the learner that any Ae paid needs to be paid directly to the awarding body.

Internally Assessed Work

Courses may have internally assessed work that learners complete during their studies which contributes towards their final qualification. This must be carried out securely on council premises.

The appeals process is composed of the following steps if a learner is dissatisfied with their result or assessment decision.

They should:

Step 1	Contact their Tutor/Internal Verifier or Curriculum Manager in writing within 20 working days of receipt of receiving the decision. Wherever possible HACL will try to resolve all appeals at this stage.
Step 2	In the case of unresolved appeals, the matter will then be forwarded to an Appeals panel made up of independent curriculum assessors who will review their work and attempt to find a satisfactory solution

LEARN HILLINGDON ADULT COMMUNITY EDUCATION



Step 3	Unresolved appeals will have to be forwarded to the Awarding Body
---------------	---

LEARN HILLINGDON

ADULT COMMUNITY EDUCATION

Certification Verification Policy



The Examination Officer will only apply for certification on receipt of the documentation containing full details of the award to be claimed and signed by the relevant Curriculum Manager & Internal Verifier and/or External Verifier where appropriate.

Re-sit Policy

Learn Hillingdon recognises that some learners may need repeated opportunities to achieve their chosen qualification. We will only recommend resits where results are very close to the pass mark and a small improvement would enable learners to succeed, however:

- All examination Board costs and any additional costs incurred in organising the re-sit examination, including invigilation and administration, should be paid in advance and will be the responsibility of the learner. These costs will not be refundable. *[No Access Funds will be available for re-sit examinations]*
- All applications will be approved by Curriculum Manager who will provide a rationale to the Exams Officer for approval by the Senior Leadership Team (SLT)
- Learners should contact the relevant centre, as instructed in the letter accompanying the examination results, within 15 working days of receipt. Requests after this will be considered on an individual basis and acceptance cannot be guaranteed.
- The date and time of the re-sit will be set by the centres in consultation with the Curriculum Manager
- Learners will be expected to make themselves available on the date set for the re-sit. Learn Hillingdon will be unable to offer further re-sit opportunities to learners who fail to attend on the original date, unless there are exceptional circumstances.

Enquiries about Results

Learners wishing to make enquiries about their results need to complete a written consent form for the Examinations Officer.

The awarding bodies offer the following Enquiry about Results services:

Service 1:	Clerical re-check
Service 2:	Post -results review of marking
Priority Service 2:	Post-results review of marking
Service 3:	Post-results review of moderation)

Learners must be made aware that using these checks may lower their marks and subject grades.

Requests for the initial Service 1 must be made as soon as the exam result is known.

Appeals can only be submitted after the outcome of an enquiry about results has been reported to the centre.

Late Arrival for Examinations Policy

Where learners arrive late for examinations, they may be allowed in up to 15 minutes after the commencement of the examination. They must be seated where the least amount of disruption will be caused to other learners.

Full amount of time must be given under exam conditions.

Learners arriving 15 minutes after the exam has started will not be allowed into the exam room or to sit the exam at that time.

Name of Policy:	Examination Quality Assurance
Date Issued:	September 2017
Date Reviewed:	October 2022