**ENQUIRIES AND APPEALS**

This policy sets out the process you should follow when submitting appeals to us and the process we will follow when responding to enquiries and appeals. It is also for use by our staff to ensure they deal with all appeals in a consistent manner.

**When can I appeal?**

* If you disagree with the results of your assessment
* If you believe that we did not apply procedures consistently or that procedures were not followed properly and fairly in relation to the assessment decision
* If you disagree with our decision on the allocation of reasonable adjustments or special consideration
* If your disagree with the action taken against you following an investigation into malpractice

*The following information explains what may happen following an appeal or enquiry about the result of an examination.*

In the past, an enquiry or appeal about the result of an examination made after the issue of a subject grade could not lead to that grade being lowered. The grade could only be confirmed or raised.

If your examination centre makes an enquiry about the result of one of your examinations after your subject grade has been issued, there are three possible outcomes:

• Your original mark is confirmed as correct, and there is no change to your grade

• Your original mark is raised, so your final grade may be higher than the original grade you received

• Your original mark is lowered, so your final grade may be lower than the original grade you received

**Appeals Form**

In order to proceed with the enquiry or appeal, you must sign the form below. This tells the Head of your Centre that you have understood what the outcome might be, and that you give your consent to the enquiry or appeal being made.

This form should be completed in all cases to lodge an appeal. Please tick to indicate what the appeal is against:

* An internal assessment decision
* The outcome of results
* Access arrangements, reasonable adjustments or special consideration
* Review of other administrative decisions

Name(s) and candidate number(s) of candidate(s) on whose behalf you are appealing (where applicable).

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| Candidate name | Candidate number | Component/unit code |
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Please state the grounds for your appeal below:

**I give my consent to the Head of my Examination Centre to make an enquiry about the result of the examination(s) listed above. In giving consent I understand that the final subject grade awarded to me may be lower than, higher than, or the same as the grade which was originally awarded for this subject.**

**Signed: ……………………………………………… Date: ………………………..**