



Whitehead Ross
Education & Consulting

Appeals Policy

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Created: 17.05.2023	Review Date: 16.05.2024	
Owner: Quality and Compliance Manager	Location: Shared Drive: WREC Documents\Policies and Procedures 2023	

1. Introduction

- 1.1. Whitehead-Ross Education and Consulting (WREC) is committed to ensuring that whenever its staff assess learners' work, this is done fairly, consistently and in accordance with the specification for the qualification concerned.
- 1.2. Assessments will be conducted by staff who have appropriate knowledge, understanding and skills, and who have been trained in this activity. Learners' work should be produced and authenticated according to the requirements of the Awarding Body.
- 1.3. Where work has been divided between staff to assess, consistency will be assured by internal verification and standardisation.
- 1.4. If a learner feels that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure. Appeals may only be made against the process that led to the assessment and not against the mark or grade.

2. Grounds for Appeal

- 2.1. The three normal grounds on which you may appeal against an assessment decision are:
 - The Assessor was given incorrect information about the assessment.
 - The assessment scheme had been inappropriately applied, e.g. the range or type of evidence asked for was inadequate.
 - There were exceptional circumstances affecting the assessment which the Assessor was unaware of when making his/her decision.
- 2.2. It is important to note that in the first instance any queries about the assessment decision should be dealt with informally by the Assessor, and the decision noted and kept in the course file.

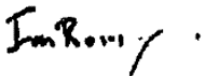
3. Making an Appeal

- 3.1. If a learner wishes to make a formal appeal against an assessment decision, then the following procedure must be followed:
 - a) The learner must inform the Internal Quality Assurer (IQA) in writing within 5 working days of receiving the assessment decision that they wish to make an appeal and the nature of the appeal. The Awarding Body will be kept informed of all appeals from the start.
 - b) The learner will then be informed in writing by the IQA where and when the Appeal Hearing will take place. The Hearing will take place within 10 working days of receiving the appeal. The learner will be invited to attend with a friend or relative, but not by any other legal or professional advisor unless the WREC otherwise agrees, having been given notice beforehand.
 - c) At the Appeal Hearing the learner will be given a chance to explain the concerns they have. The IQA will also receive reports from the learner's Assessor in relation to the assessment decision.
 - d) Following the Appeal Hearing the learning will be informed in writing of what decision has been reached.

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- e) If the appeal is successful, either the assessment decision will be amended, or the learner will be given the opportunity for reassessment.
- f) If the appeal is unsuccessful, this decision will be final.
- g) An appeals log will be maintained of all appeals.

Signed:



Ian Ross
Managing Director

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