

## **Appeals and enquiries About results policy**



**Cube Training**

**F R Joseph Anton Limited**

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## 1.1 Scope of the policy

This policy is aimed at our customers, including candidates, who are using the products and services shown below and who submit appeals and enquiries about results:

National Qualifications

National Awards

National Partnership Awards

Centre-devised courses accredited under our customised award service and Investing in Quality licence.

## 1.2 Purpose of the policy

The purpose is to set out the steps you follow when submitting your appeals and enquiries about results to us and the steps we follow when reviewing the cases. It's also to review those processes which led to the decision against which the enquiry or appeal was made.

## 1.3 Location of the policy

You can download copies of the policy from our website: [www.cctvdvrsystem.co.uk](http://www.cctvdvrsystem.co.uk) or request copies from our Centre Support team on 2083201445 or by emailing [sales@cctvdvrsystem.co.uk](mailto:sales@cctvdvrsystem.co.uk).

## 1.4 Communication of the policy

All staffs and management are educated on centre's policy regarding appeals and enquiries. All candidates will be made aware of the policy on their centre visits or if they have found us through internet, they will have access to it via our website [www.cctvdvrsystem.co.uk](http://www.cctvdvrsystem.co.uk).

## 1.5 Review of the policy

We'll review the policy annually and revise it as and when necessary in response to customer and stakeholder feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation. Our review of the policy will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

## 1.6 Definition of enquiries about results

Enquiries about results cover external assessment performance or internal assessment portfolio evidence.

## 1.7 A summary of what to do when submitting your appeals and enquiries about results

Candidates have up to 30 working days from the date we informed them about the outcome in which to lodge an appeal against our decision or an enquiry about an assessment result or grade. If you think you need more time to notify us of an enquiry about a result or grade, or an appeal against a decision, please contact your Centre Support team on 0208 320 1445 to let them know when we can expect it.

Please be advised that you retain your portfolios until you have received your result .

If you want centre to appeal on behalf you, you should notify to us by writing. You can either post your letter or send it via email at [sales@cctvdvrsystem.co.uk](mailto:sales@cctvdvrsystem.co.uk).

You can appeal against a grade or assessment result, your appeal will be dealt by centre's management team. If you are not happy or unsatisfied with the outcome, you can appeal to our governing body.

If you'd like us to review an internal or external assessment result or grade please complete our 'Enquiry about a Result form', which is available from our website: [www.cctvdvrsystem.co.uk](http://www.cctvdvrsystem.co.uk) or contact our student support team on 020 8320 1445.

For other types of appeals set out in section 2.1 of this policy, please submit your own report together with any supporting evidence.

Send these details to our Centre Support team by email, post or fax.

## 1.8 A summary of what we do when reviewing your appeals and enquiries about results

If we're unable to review your request on the day we receive it, we'll acknowledge it within 1 working day of receipt to let you know what's happening.

We'll aim to action and resolve enquiries about results or grades within 10 working days of receipt of your form or report.

We'll aim to action and resolve appeals within 20 working days of receipt of your form or report. If it's going to take longer we'll keep in touch to let you know what's happening, eg

if a panel needs to be convened.

An independent person will always be involved in reviewing appeals that are submitted.

We'll inform you of the outcome within 1 working day of making our decision.

For more detailed information about our role and responsibilities please refer to Section 4.

## 1.9 Complaints

We've a separate complaints process which covers our centres' or candidates' dissatisfaction with our products or services, other than those categories listed in Section 2 of this policy. For further information, please contact our Centre Support team on 02083201445 or by emailing [sales@cctvdvrsystem.co.uk](mailto:sales@cctvdvrsystem.co.uk)

## Section 2 Scope of the policy

### 2.1 Categories covered by the policy

Our policy covers the following categories of appeals or enquiries about results:

- 1) External assessment results, external moderation, external verification or grading decisions (internal assessment portfolio evidence).

If you or the candidates wish to appeal against other decisions not listed above, please contact our Centre Support team on 02083201445 or by emailing [sales@cctvdvrsystem.co.uk](mailto:sales@cctvdvrsystem.co.uk) and we'll discuss your concerns with you and agree the most appropriate way forward.

### 2.2 Fees and records

#### 2.2.1 Fees

We charge you a fee to cover any fee applicable by our governing body and the administrative and personnel costs in the following instances:

- If the appeal or enquiry about a result is not upheld
- If our governing body need to carry out a centre visit

Our fees are contained in our current Fees and Pricing Document which is available to download from our website, [www.cctvdvrsystem.co.uk](http://www.cctvdvrsystem.co.uk), or on request from our Centre Support team by calling 02083201445 or email [sales@cctvdvrsystem.co.uk](mailto:sales@cctvdvrsystem.co.uk)

## 2.2.2 Records

Remember that an appeal or enquiry about a result can give you a positive, static or negative result change. Following an enquiry or appeal, we'll action changes as appropriate, notify you and amend our centre and/or candidate records accordingly.

## Section 3 Notifying NCFE of appeals and enquiries

3.1 For enquiries about internal and external assessment results or grades please complete our 'Enquiry about a Result form', which is available from our website: [www.cctvdvrsystem.co.uk](http://www.cctvdvrsystem.co.uk) or on request from our Centre Support team on 02083201445 or by emailing [sales@cctvdvrsystem.co.uk](mailto:sales@cctvdvrsystem.co.uk)

3.2 For appeals as set out in section 2.1 of this policy, please submit your own report together with any supporting evidence. Please include the following:

- centre name, address and number
- candidate's name and student registration number (if applicable)
- date(s) you received notification of our decision
- title and number of the programme affected or nature of service affected
- full nature of the appeal
- contents and outcome of any investigation carried out by you relating to the issue
- date of the report and the appellant's name, position and signature.

3.2 Email, post or fax your completed form or report and any supporting evidence to our Centre Support team as soon as possible and at the latest within 30 working from the date we informed you about our original decision.

4.1 The review timescales at each stage for all types of appeals:

We'll aim to follow the timescales below at each stage of the process and keep you informed if any stage will take longer than expected.

4.1.1 Upon receipt of your appeal or enquiry about a result or grade, we'll allocate appropriate centre personnel and an independent person to review the case.

4.1.2 We aim to action and resolve all stages of appeals within 20 working days of receipt of your form or report

4.1.3 We'll advise you of the outcome of your appeal within 1 working day of making our decision.

4.2 The review timescales at each stage for all types of enquiries

We'll aim to follow the timescales below at each stage of the process and keep you informed if any stage will take longer than expected.

4.2.1 Upon receipt of your enquiry about a result or grade, we'll allocate appropriate centre personnel to review the case

4.2.2 We aim to action and resolve all stages of enquiries about results within 10

working days of receipt of your form.

- 4.2.3 We'll advise you of the outcome of your enquiry within 1 working day of making our decision.

## Section 4 Reviewing appeals and enquiries

4.3 The review process for appeals which fall into categories 1 to 5 listed under Section 2.1, page 5, of this policy

- 4.3.1 Stage 1 Review Panel We'll arrange for Centre Manager and either our Internal Quality Assurance Leader or External Quality Assurance Leader and an independent person to review the case and let you know the outcome of the review. The review process may involve:

- a discussion with you and centre personnel
- a request for further information from you
- a centre visit by authorised personnel from awarding body.

### 4.3.2 Stage 2 Review Panel

If you are dissatisfied with the outcome of Stage 1, you may apply to our Awarding body, which will comprise, as appropriate:

4.4 The review process for enquiries about external assessment results or grades, or about decisions concerning internal assessment portfolio of evidence or grading (category 6 listed under Section 2.1, page 4 of this policy)

- 4.4.1 Stage 1 (Enquiry about a result) Where a candidate's result or grade is seriously at variance with the reasonable expectations of their Assessor, you may request us to re-check all parts of the candidate's external assessment performance or parts of a candidate's portfolio of evidence. Please note that we do not return external assessments to our centres or candidates.
- 4.4.2 An enquiry in connection with a candidate's result or grade, or a decision concerning their internal assessment portfolio of evidence or grading, may take the form of any of the categories listed below.

- Clerical Check6
- Re-assessment with report7
- Re-moderation/re-verification of internal assessment portfolio evidence with report.

The above categories may be applied to groups of candidates.

We'll arrange for a member of our staff, or an appropriate External Contractor, who has not been involved in the original decision, to review your enquiry and we'll let you know the outcome of the review.

If you or your candidates are dissatisfied with the outcome of Stage 1, you may submit an appeal and the process as outlined in Section 4.3 of this document will be followed.

## Section 5 Factors affecting the accuracy of results for other candidates

In cases where the outcome of an appeal or enquiry against an internal or external assessment decision, component or grade affects the accuracy of results for other candidates in the same cohort, the personnel involved in the review of the appeal or enquiry about a result will decide whether or not the outcome warrants remarking or reassessment of all portfolios or external assessments affected.

An extraordinary standardisation or awarding meeting may be convened and our standardisation and awarding procedures can be implemented as appropriate. We'll advise centre(s) of the outcome of the review.

#### Section 6 Your contact for this policy

If you've any queries about the contents of the policy, please contact our Centre Support team:  
Email: [sales@cctvdvrsystem.uk](mailto:sales@cctvdvrsystem.uk) Telephone: 020 8320 1445\* Fax: 020 8320 1011