

Appeals policy

Aim

1. To enable the learner to enquire, question or appeal against an assessment decision
2. To attempt to reach agreement between the learner and the Assessor at the earliest opportunity
3. To standardise and record any appeal to ensure openness and fairness
4. To facilitate a learner's ultimate right of appeal to the Awarding Body and the Office of the Independent Adjudicator (BTEC Level 4-Level 7), where appropriate
5. To protect the interests of all learners and the integrity of the qualification.

In order to do this, CVQO will:

- Inform the learner at induction, of the Appeals Policy and procedure
- Record, track and validate any appeal
- Forward the appeal to the Awarding Body when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted
- Keep appeals records for inspection by the Awarding Body for a minimum of 18 months
- Have a staged appeals procedure
- Will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results
- Monitor appeals to inform quality improvement.

Link

The following key Pearson links are provided to be helpful when reading the CVQO Appeals policy

- [BTEC qualification specifications](#): These provide guidance on assessment for each BTEC qualification.
- [Enquiries and appeals about Pearson vocational qualifications and End Point Assessment Policy](#): This is Pearson's policy on learner appeals. Please note, this does not apply until internal centre processes have been exhausted.



Chief Executive

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CVQO Policy Document

CVQO Assessment and feedback policy 15/10/2020