

Cornish Language Office Education Policy – Learner Assessment Appeals Procedure

Aims:

- To enable the learner to enquire, question or appeal against an assessment decision.
- To attempt to reach agreement between the learner and the assessor at the earliest opportunity.
- To standardise and record any appeal to ensure it is open and fair.
- To facilitate a learner's right of appeal to the awarding body, where appropriate.
- To protect the interests of all learners and the integrity of the qualification.

In order to do this, the Cornish Language Office will ensure:

- Teachers inform the learner of the Appeals 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.

Appeals Procedure for Learners

There are three stages to our appeals procedure:

Stage 1 – Query

Queries should be made in writing no later than four working weeks after formal notification of a result. Please provide any supporting evidence that is relevant. If you have a disability that makes it difficult for you to put your query in writing, please contact the Cornish Language Office so that we can discuss alternative arrangements. The Cornish Language Lead will confirm that they have received your query within five working days of receiving it, and send a response to your appeal within ten working days of the date that we received it. Responses may be by e-mail or letter.

If when you receive a full answer, you remain dissatisfied the next stage is to go to a formal appeal.

Stage 2 – Appeal

If you are dissatisfied with the outcome of your query and you think that you have grounds, you can make a formal appeal. To make a formal appeal you should write to the Cornish Language Office within 14 working days of the date of the response to your stage 1 query. You should explain the grounds for your appeal and attach any information or correspondence that you consider relevant. The Cornish Language Office will send an acknowledgement of your appeal within five working days of receiving it and tell you who within The Language Partnership has been asked to consider your appeal. The learner's documentation will be retained during the Appeal procedure.

The person who is asked to consider your appeal will look at:

- Whether there are grounds for upholding your appeal.
- Whether the decision was taken fairly and correctly in accordance with the Cornish Language Office procedures.
- Whether all the appropriate information was taken into account.

Stage 3 – Review

Following the outcome of your appeal, if you remain dissatisfied you can ask the partnering Awarding Body to review your case.

Rights and responsibilities

The Cornish Language Office will:

- Make sure that all the points you raise are properly and impartially considered, and that there is no potential conflict of interest.
- Explain the outcome clearly, and ensure that you know what further steps are open to you.
- Allow a friend to accompany you to any hearing.
- Respect confidentiality by disclosing only the information that is necessary to consider and respond to your appeal, and only to staff who need it for those purposes.
- Once your appeal has been considered you will be sent a reply directly from the person who has considered your case.

W.M.Trevethan
Cornish Language Lead
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