



Appeals Policy and Procedures COVID 19 Addendum

July 2020



Contents

1. Scope..... 3

2. COVID-19 Arrangements 3

 2.1. Grounds for appeal 3

 2.2. Applications..... 3

 2.3. Outcome 4

 2.4. Fees 4

 2.5. Complaints 4

3. Process..... 4

 3.1. COVID-19 Appeals against assessment results – flowchart..... 5

 3.2. COVID-19 Appeal notification process – flowchart..... 6

4. Appendix A: Covid-19 Application Form – Appeal against assessment results..... 7



1. Scope

This addendum is required to ensure that VTCT maintains clear and concise guidance in relation to dealing with appeals, in accordance with Ofqual's temporary Extraordinary Regulatory Framework: Vocational and Technical Qualifications, COVID-19 Conditions and Requirements (ERF) during the Covid-19 Pandemic.

The policy is applicable to all results awarded through the calculated grades mitigation process.

VTCT published guidance to centres to support the grade estimation process; centres are able to access these documents on the COVID-19 pages of the VTCT website. Additionally, VTCT mandated the Head of Centre to sign a declaration form for each qualification where estimated grades were submitted. This declaration confirms that the centre followed the process set out by VTCT and that the centre understands the process that VTCT will follow once the estimated grades have been submitted.

The Covid-19 Appeals Policy and Process will remain in place until the cessation of the ERF.

2. COVID-19 Arrangements

2.1. Grounds for appeal

Following the guidance set out by the Government and our regulators, learners will have access to a right of appeal relating grades awarded. The appeal can only be made where there is evidence to suggest that the awarding organisation did not follow the process correctly in relation to the awarding of a grade, in accordance with the temporary ERF during the Covid-19 Pandemic.

Learners wishing to appeal against internal assessment decisions should use the centre's own appeals process.

Learners wishing to appeal against banked assessment component grades should use VTCT's Enquiries and Appeals Policy and Procedures.

Appeals on assessment results awarded through the adaptation mitigation process, where results are based upon an internal assessment decision, should follow VTCT's Enquires and Appeals Policy and Procedures.

2.2. Applications

Learners or centres may wish to submit an appeal where they have evidence to suggest that the awarding organisation **did not follow the process correctly**. They must provide specific detail and supporting evidence of where the awarding organisation did not follow the process correctly.

Centres wishing to appeal an assessment result must obtain the written permission of the learners for the centre to make the request; the learner's signature must be on the application form, see Section 3.1. Receipt of requests unaccompanied by the written permission of learners may be treated as centre maladministration.

Learners may wish to appeal an assessment result without the involvement of their centre. In such cases, VTCT will notify the centre that an appeal has been made by the learner regarding their assessment result through the appeal notification process, see Section 3.2.



To ensure that the appeal can be dealt with as soon as possible after the related assessment result, it is important to adhere to the timescales for submission. The window for appeals against assessment result closes on 31 October 2020. This deadline date will be reviewed in accordance with the extension or cessation of the ERF during the Covid-19 Pandemic.

2.3. Outcome

The two possible outcomes of the appeal are:

- no change

The learner will have the option to re-sit the assessment in the autumn contingency window.

- withdrawal of result(s)

VTCT will withdraw the estimated result(s) for the learner and, where applicable recall the certificate issued for the learner. VTCT will mandate that the learner re-sits the assessment(s) in the autumn contingency window.

In each outcome, VTCT will amend its learner records accordingly.

2.4. Fees

VTCT will not charge a fee for an appeal made against grades awarded in accordance with the temporary exceptional regulatory framework during the Covid-19 Pandemic.

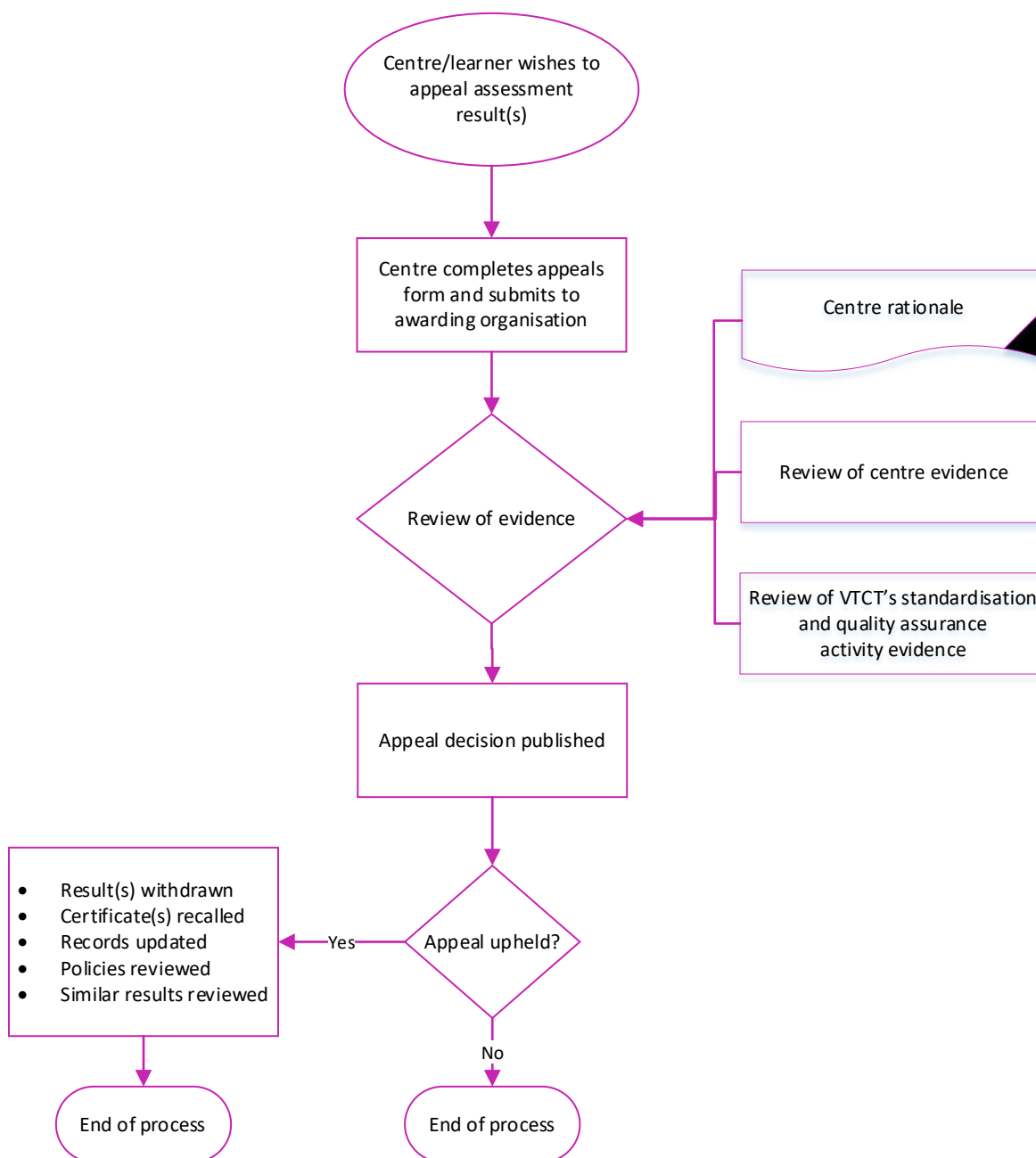
2.5. Complaints

VTCT has a separate COVID-19 Complaints Policy and Procedures, which should be followed by centres/learners who are dissatisfied with any other aspect of our services than those listed above. For further information please contact the awarding organisation.

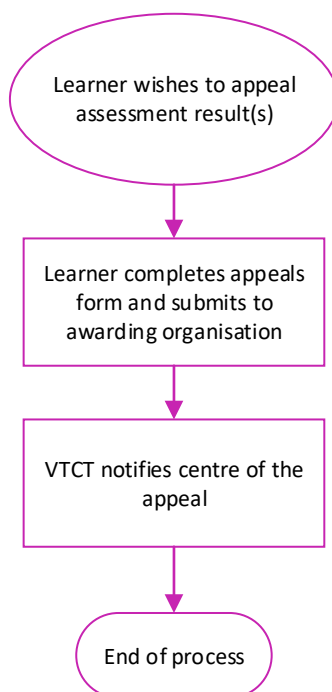
3. Process

- Submit your completed application form to the Assessment Department at VTCT, with full details of the reason for the appeal, accompanied by all supporting documentation and the written permission of each learner involved.
- VTCT acknowledges receipt of appeals within 3 working days from receipt.
- VTCT undertakes to complete the independent review of the appeal application within 28 working days of receipt of the application and associated evidence. If for any reason these timescales cannot be achieved, VTCT informs the centre contact of the anticipated timescale.
- The Independent Appeals Panel will review the information and associated evidence submitted with the appeal application. It may be necessary for VTCT to contact the centre for further information that is required and not initially provided with the application. VTCT may review its own standardisation and quality assurance activity as part of this review.
- The written report is sent by recorded delivery and provides details of any recommendations as well as the decision.

3.1. COVID-19 Appeals against assessment results – flowchart



3.2. COVID-19 Appeal notification process – flowchart





4. Appendix A: Covid-19 Application Form – Appeal against assessment results

The application form must be completed in full and all supporting evidence provided at the point of application to enable the Independent Review Panel to consider the application.

Covid-19 Application Form – Appeal against assessment results	
Centre name	
Centre number	
Learner name	
Learner number	
Qualification title	
Qualification code	
Please provide the following information/attach the related evidence	
Outline the reason for the appeal	The information supplied should be as detailed as possible to avoid delays in the application being processed.
Provide evidence where the process was not followed	The information supplied should be as detailed as possible to avoid delays in the application being processed.



Learner declaration	
Learner name	
Learner signature	
Date	
Email address	To be completed when the application is not made in conjunction with the centre.
Phone number	To be completed when the application is not made in conjunction with the centre.
Centre declaration	
Centre representative name	
Centre representative designation	
Centre representative signature	
Date	
Email address	
Phone number	
<p>Send the completed form and supporting evidence to: appeals@vtct.org.uk</p> <p>Applications may also be posted to:</p> <p style="padding-left: 40px;"> Appeals Assessment Department Aspire House Annealing Close Eastleigh Hampshire SO50 9PX </p>	



Document amendment history page

Version	Document Owner	Issue Date	Changes	Role
v1.0	Head of Assessment	15.07/2020	First published.	

Document Review

Role	Review Status
Chief Academic Officer	

Document Owner

Document Owner	Document shared with
Head of Assessment	

Document Sign-off

Role	Sign-off Date
Chief Academic Officer	15/07/2020