



# Making an appeal against an assessment decision

An appeals procedure is in place for any learner registered at PTS who wants to appeal against their assessment result. This appeals procedure will make sure that decisions are made fairly. These will take into consideration equal opportunities, anti-discrimination, anti-racism, individual learning needs and special requirements.

## Why you may want to appeal

- You are worried about the way an assessment was carried out.
- You feel you have the ability to pass the assessment but the assessor has misjudged this.
- You do not feel you have been given enough opportunity to show your ability.

## The appeals procedure

If you want to appeal you should start by talking to your assessor.

If you cannot talk to your assessor or you still have a problem after talking to them, you can contact your (IQA) at [examqueries@prospect-training.org.uk](mailto:examqueries@prospect-training.org.uk).

If you feel that the appeals procedure has not been carried out properly you should speak to the Programmes Manager within your centre.

Still not happy with the way the appeal has been dealt with? You can request that your appeal be put before the Awarding Body.

## The IQA will:

- Try to find a solution with you and assessor e.g. by doing another assessment or re-looking at the original assessment.
- Provide you with a decision on the outcome of your appeal within 15 working days.

## What the outcome of the appeal might be:

- The assessment decision was upheld.
- A new assessment decision has been agreed.

If you are still not happy, you should contact the Lead IQA, **Claire Fletcher** on **01452 300 255**, who will arrange for an appeals panel to investigate further.

## The Appeals Panel

To ensure fairness, the appeals panel:

- will be a small number of people.
- will have a full explanation from everyone involved in the assessment.
- may ask another experienced assessor to join the panel.
- may recommend that the appeal is sent to the Awarding Body for their consideration.

## Requests for External Assessments (Tests) to be Re-marked.

If you wish to have an external assessment (test) re-marked, you must request this via your tutor who will raise this with the IQA/M within 15 days of receiving the result of the assessment. The IQA will then take appropriate action as per relevant PTS Policy. If the assessment is externally marked, we will liaise with the relevant awarding body. You will be informed of the final decision in writing. You can also contact the relevant awarding body directly to make your assessment appeal.

