

Enquiries and Appeals Policy Diplomas (from 2019)

1. Introduction

This policy is aimed at teachers and candidates who are involved in the assessment of RSL Diplomas at levels 4 and 6. This policy concerns the revised Diplomas introduced in 2019.

The purpose of this policy is to set out the procedures that candidates and teachers should follow if they wish to make an enquiry about results or an appeal to RSL.

For other qualifications offered by RSL please visit our website for the enquiries and appeals policy applicable to your qualifications.

This policy is available on our website at www.rslawards.com

This policy will be subject to review and monitoring by RSL and if necessary will be amended and updated following feedback from candidates and teachers. All future versions of this policy will be flagged and will be posted on our website.

Please note that we treat all appeals in confidence and will not make details available to any other parties.

2. Issue and review

The date of issue of this policy is January 2020. This policy will be reviewed annually.

3. Procedure for enquiries and appeals

If a candidate wishes to make an enquiry about a result or an appeal they may do so in writing to:

Operations Manager (UK)
Enquiries and Appeals
Harlequin House
7 High Street
Teddington
TW11 8EE

Or via e-mail to: info@rslawards.com

Enquiries or Appeals should be **clearly marked** as such.

The Appeals Panel will meet to consider enquiries and appeals on specific dates in 2020. These dates will be published on RSL's website.

Candidates, centres or teachers should include the following information:

- Name
- Candidate number
- Nature of the enquiry or appeal

Please provide as much information as possible to enable a thorough investigation to be carried out.

If a candidate or teacher has contacted RSL by telephone they should follow any verbal contact with an appeal in



writing to the Operations Manager (UK).

An enquiry or appeal may be requested by the candidate themselves if they are aged over 16, their teacher, centre or a designated person acting on the candidate's behalf (e.g. a parent or carer).

RSL will not enter into discussion about an active enquiry or appeal with either the appellant or any other interested party.

RSL will consider applications made in the following areas:

a) Enquiries about results

A candidate or teacher may enquire about a result awarded.

b) Appeals against errors in procedure

A candidate or teacher may make an appeal if they feel that the comments made by examiners on report forms do not match the marks awarded, or if the processes and regulations set out for examiners and candidates have not been followed.

c) Appeals against RSL's decisions on special considerations or reasonable adjustments

A candidate or teacher may make an appeal against RSL, if RSL has declined a request for a special consideration or reasonable adjustment.

d) Appeals against RSL's decision on the outcome of a malpractice or maladministration investigation

A candidate or teacher may make an appeal against decisions or judgements made by RSL on the outcome of a malpractice or maladministration investigation.

4. Enquiries procedure

Each enquiry will be investigated and reported on. For examinations which include written or recorded evidence, the evidence will be subject to a re-mark by the Chief Examiner, who will also provide feedback on the re-marked evidence as part of the report.

The report may also consider issues related to the wider cohort of candidates who took the examination, for example in cases where it is found that a question paper contains errors.

Enquiries will be considered by a panel and the outcome will be reported after the panel has met. Individuals will be informed of the date of the meeting in advance.

The outcome of an enquiry could include:

a) *The upholding of the enquiry* – this would be by majority decision of the panel and may include either an adjustment to the marks awarded, or the offer of a resit at the nearest examination centre. If a re-sit is offered, RSL will agree a time limit with the candidate to protect the interests of all concerned and reproduce the original conditions as closely as possible. The offer of a resit or adjustment of marks will terminate the enquiry.

b) *The rejection of the enquiry* – this would be by majority decision of the panel.

c) *Referral to an independent party* – in cases where the panel decision is inconclusive or split, the enquiry would be referred to the RSL Quality Consultant who is not part of the panel. They will be asked for a view on the decision and will be making this with no prior knowledge of the enquiry.

We will inform you within **20 working days** of the panel meeting of the outcome of the enquiry. Where an enquiry involves further evidence to be collected or further review which will impact this timescale we will inform you within the 20 working days that this is the case and provide a revised timescale.

5. Appeals procedure

The appeals procedure relates to appeals made in respect of errors in procedure, decisions on reasonable adjustments or malpractice. The appeals procedure can also be used where an individual is dissatisfied with the

result of an enquiry. All appeals follow the same process as set out below.

5.1 First Level Appeal

All first level appeals will be investigated by the Quality Assurance Team and reported to a panel. The outcome of the appeal will be reported after the panel has met. All appellants will be informed of the date of the appeal meeting in advance.

Once the judgement has been made the appellant will receive written confirmation of the outcome. If the appeal is upheld, RSL may offer a free re-sit at the nearest examination centre. If a re-sit is offered, RSL will agree a time limit with the candidate to protect the interests of all concerned and reproduce the original conditions as closely as possible.

We will inform you within **20 working days** of the panel meeting whether the appeal is successful.

The offer and acceptance of a re-sit will terminate the appeals process.

If no response to the appeal decision is received within 20 working days of the decision being communicated to the appellant, RSL will close the appeal and no further correspondence will be entered into.

5.2 Second Level Appeal

If the appellant is unhappy with the decisions reached in the first level appeal, they may take their appeal to the second level which consists of a review by an independent representative who has no direct involvement with RSL¹. The decision of the independent representative will be reviewed by the Quality Committee and a final decision taken.

Second level appeals must be delivered to the RSL head office for the attention of the Operations Manager (UK), clearly marked as an appeal, no later than 14 days from the date of the previous decision. The decision of the Quality Committee is final.

We will inform you within **28 working days** from the beginning of the second stage of the process whether the appeal is successful. A fee of **£50** will be applicable per candidate up to a maximum of **£250** which will be refunded if the appeal is successful.

If no response to the appeal decision is received within 28 days of the decision being communicated to the appellant, RSL will close the appeal and no further correspondence will be entered into.

¹ This person is not a current or past employee of RSL and has no other professional involvement.

4.3 Contacting the regulatory authorities

If a candidate is unhappy with the decisions reached in the second level appeal, they may contact the relevant regulatory authority. For England, this is Ofqual www.ofqual.gov.uk, for Wales Qualifications Wales www.qualificationswales.org, for Northern Ireland CCEA www.ccea.org.uk; and for Scotland SQA Accreditation www.accreditation.sqa.org.uk.