

AC&N EDUCATION CENTRE

Appeals Policy

ACN_AP06

Introduction

Reviews of Results and Appeals allow candidates the opportunity to ensure that the marking and moderation processes carried out by AC&N EDUCATION CENTRE and NCC Education for a particular assessment were followed correctly. Review of Results and Appeals allow candidates to ensure that the result issued to them is fully justified including any scaling and/or special consideration decisions, and/or Academic Misconduct penalties.

Scope and ground for appeals

AC&N EDUCATION CENTRE's Review of Results and Appeals Policy relates to marking and moderation procedures and their application only, and not matters of academic judgement.

Appropriate grounds for appeal include the belief that documented processes have not been followed correctly, an error occurred during the calculation of marks, and/or that a special consideration or academic misconduct penalty has been incorrectly applied.

Where a Review of Results or Appeal reveals that the original result awarded to a candidate is higher than justified by their work, the grade awarded may be lowered. Where a Review of Results or Appeal raises doubt over the marks awarded to any number of further candidates, this will be investigated fully in order to ensure that the marks issued to all candidates are correct.

Process

If a candidate believes that a result published by AC&N Education is incorrect due to a failing in AC&N Education's marking, moderation, or Post-Results processes, they should discuss this matter internally in the first instance to agree upon the appropriate Post-Result Service for their query. The following process should then be followed:

- The Centre should complete the appropriate request form, found in Appendices A-D. Note that for Appeals, the form must always be completed by the Head of Centre.
- Where appropriate, the form includes a section for candidates to outline the grounds for the request. The grounds for a review or appeal must relate to AC&N Education's marking procedures or the application of AC&N's post-results service procedures, and not the academic judgement of a marker.

- The candidate must countersign the completed form to give their consent for the review or appeal to take place.

Service 1 Clerical Check

Clerical Check will cover the following checks:

- All parts of the assessment have been marked;
- Marks have been totaled correctly;
- Marks have been recorded on the marking system correctly;
- Appropriate moderation/second marking has taken place for the cohort from which the candidate's assessment is a part.
- Reviewing the correct application of any scaling or other adjustments;

Please note that marks and grades may be raised or lowered as a result of this service, where the evidence confirms that the original result awarded to a candidate is incorrect.

A request for a Service 1 Clerical Check must be submitted within 14 days of the release of assessment results. The administrative fee mentioned in Appendix A should be paid for the Service 1 Clerical Check.

Service 2 Review of Marking

- A Service 2 Review of Marking of an individual candidate will cover the following checks:
- Checking that the marking scheme has been applied correctly;
- Reviewing the appropriateness of and evidence for any decisions and penalties issued regarding centre malpractice and maladministration, or candidate misconduct;
- Reviewing the application of any pre or post-assessment special consideration, and the adjustment applied where applicable;
- Where a candidate proceeds directly to a Service 2 Review of Marking without completing a Service 1 Clerical Check first, a Service 2 Review of Marking will also include all of the checks covered in Service 1 Clerical Check.

A Service 2 Review of Marking does not entail a candidate's work being remarked, unless significant doubt arises as a result of the initial review.

Please note that marks and grades may be raised or lowered as a result of this service, where the evidence confirms that the original result awarded to a candidate is incorrect.

A request for a Service 2 Review of Marking must be submitted within 14 days of the release of assessment results, or within 7 days of the outcome of a Service 1 Clerical Check. The administrative fee mentioned in Appendix B should be paid for the Service 2 Review of Marking.

Service 3 Appeal

An Appeal may only be submitted following completion of a Service 2 Review of Marking. Appeals must be submitted within 7 calendar days of the notification of the outcome of the Service 2.

The case will be considered by the Appeals Panel. The Appeals Panel's review will only concern marking and moderation procedures and their application, and will not concern matters of academic judgement. An Appeal is intended to confirm that all processes were followed correctly during marking/moderation and during the initial Review of Marking– no further review is carried out if there is no evidence to cast doubt on the accuracy of the initial Review. The Appeals Panel may also instruct to reconsider the post-results service outcome and may offer recommendations.

Please note that marks and grades may be raised or lowered as a result of an appeal, where the evidence suggests that the original result awarded to a candidate is incorrect.

The administrative fee mentioned in Appendix C should be paid for the Service 3 Appeal.

Further Information

For further information, please consult NCC Education's Review of Results and Appeals Policy (which can be found at <http://www.nccedu.com/policies--advice/policies-and-procedures>) or contact **Prof. Dr. Aşkın ASAN** at AC&N EDUCATION CENTRE.