



The Digital College

Appeals and Enquiries Policy

(AEP)

1.0 Purpose of the Document

This document sets out processes governing enquiries about results and subsequent appeals. These processes are designed to meet awarding body requirements and, at the same time, ensure that learning opportunities are easily accessible and their administration and assessment does not create a barrier to learner participation.

1.1 Scope of the policy

This policy is aimed at our customers, including both partner training and assessment organisations and candidates, who are using the products and services shown below and who submit appeals and enquiries about results.

Our policy covers the following categories of appeals or enquiries about results:

- The Digital College's decision to decline a request to make reasonable adjustments or give special considerations
- The Digital College's action as a result of malpractice or maladministration
- Assessment results of The Digital College endorsed courses.
- External assessment results, external moderation, external verification or grading decisions (internal assessment portfolio evidence). This category may also cover centres enquiring or appealing on behalf of a candidate or group of candidates.

1.2 Purpose of the policy

The purpose is to set out the steps you follow when submitting your appeals and enquiries about results to us and the steps we follow when reviewing the cases. It's also to review those processes which led to the decision against which the enquiry or appeal was made.

1.3 Location of the policy

You can download copies of the policy from our website: www.thedigitalcollege.co.uk or request copies from our Customer Support Team on 020 7182 2673 or by emailing info@thedigitalcollege.co.uk.

1.4 Review of the policy

We'll review the policy annually and revise it as and when necessary in response to customer and stakeholder feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation. Our review of the policy will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

1.5 Definition of enquiries about results

Enquiries about results cover external assessment performance or internal assessment/evidence.

1.6 A summary of what to do when submitting your appeals and enquiries about results

- You/your candidates have up to 30 working days from the date we informed you about the outcome in which to lodge an appeal against our decision or an enquiry about an assessment result or grade.
- Please retain any portfolios until the result of the appeal is received.
- If you appeal on behalf of your candidates please obtain the candidate's permission in the first instance
- Where a candidate has taken an assessment via another centre, they should have exhausted that centre's own appeals process before appealing to us. In the latter, candidates must provide us with evidence that they have first appealed to their centre.

1.7 A summary of information to provide in appeals and enquiries.

- Candidate's name and The Digital College user id (ie their email address used for registration)
- Date(s) you or the candidate received notification of The Digital College's decision
- Title of The Digital College course or qualification affected or nature of service affected
- Full nature of the appeal
- Contents and outcome of any investigation carried out by you or the candidate relating to the issue
- Date of the report and the appellant's name and position (if not the candidate).

1.8 Summary of our actions and timescales

- If we're unable to review your request on the day we receive it, we'll acknowledge it within 1 working day of receipt to let you know what's happening.
- We'll aim to action and resolve enquiries about results or grades within 10 working days of receipt of your form or report.
- We'll aim to action and resolve appeals within 20 working days of receipt of your form or report. If it's going to take longer we'll keep in touch to let you know what's happening, eg if a panel needs to be convened.
- An independent person will always be involved in reviewing appeals that are submitted
- We'll inform you of the outcome within 1 working day of making our decision

For more detailed information about our role and responsibilities please refer to Section 4.

1.9 Complaints

We've a separate complaints process which covers our centres' or candidates' dissatisfaction with our products or services, For further information, please refer to our website (www.thedigitalcollege.co.uk) or contact our Customer Service team.

2.0 Fees and records

2.1 Fees

We reserve the right charge you or your candidates a reasonable fee to cover the administrative and personnel costs if the appeal or enquiry about a result is not upheld.

2.2. Records

Remember that an appeal or enquiry about a result can give you a positive, static or negative result change. Following an enquiry or appeal, we'll action changes as appropriate, notify you or the candidates and amend our centre and/or candidate records accordingly.

3.0 Reviewing appeals and enquiries

3.1 The Digital College Endorsed Courses

3.1.1 Stage 1 review

We'll arrange for the panel to review the case and we'll let you know the outcome of the review. The review process may involve:

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- a discussion with you or the candidate and personnel from The Digital College
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- a request for further information from you, the candidate or personnel from The Digital College
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- a centre visit by authorised from The Digital College personnel.

In cases where panel decisions are required, the majority vote will apply.

3.1.2 Stage 2 Review

If your case is unresolved, we'll arrange for an independent review to be carried out. The Independent Reviewer will review all the evidence which took place at Stage 1. The reviewer will decide recommendations and will review if we've applied our procedures fairly, appropriately and consistently in line with our policy.

The independent review process may involve:

- a discussion with you or the candidate and personnel from The Digital College
- a request for further information from you, the candidate or from The Digital College personnel
- a centre visit by authorised personnel from The Digital College.

The Independent Reviewer's decision is final and we'll let you know the outcome of the review.

3.2 The review process for enquiries about assessments undertaken by an Awarding Body,

The Digital College will submit an appeal upon your behalf to The Awarding Body. In these cases their Appeals Process will be followed and they will be the ultimate arbiter.

4.0 Factors affecting the accuracy of results for other candidates

In cases where the outcome of an appeal or enquiry against an internal or external assessment decision, component or grade affects the accuracy of results for other candidates in the same cohort, the personnel involved in the review of the appeal or enquiry about a result will decide whether or not the outcome warrants remarking or reassessment of all portfolios or external assessments affected.

An extraordinary standardisation or awarding meeting may be convened and our standardisation and awarding procedures can be implemented as appropriate. We'll advise centre(s) of the outcome of the review.