

Assessment Appeals Policy & Procedure

Statement of Intent

SEED International Ltd believes that each student has the right to appeal against an assessment decision if she/he feels that a decision is unfair. For the purpose of this policy, assessment is taken to include all SEED assessed work that contributes towards external Awarding Body assessment decisions.

This policy does not cover assessment appeals following external moderation decisions, where the ASDAN's own procedures will apply. The policy is part of SEEDs quality assurance framework. All students are made aware of their right to appeal against an assessment decision if she/he thinks a decision is unfair. All SEED staff are made aware of the contents and purpose of this policy. This policy is reviewed annually and may be revised in response to feedback from students, teachers and external organisations.

General Appeals Procedures

First Stage

Students and parents can speak to the teacher concerned about an assessment decision.

Where it is difficult discussing the matter with the teacher, the COO will suggest another member of staff. It is important that the appeal is considered objectively and fairly, and if the teacher concerned feels unable to hear the appeal objectively, she/he may refer the appeal to another staff member.

After investigating, a response will be given, where possible, within 7 working days. If you are not satisfied with the response, you may send a written appeal to the centre within 10 working days of receiving the response.

Second Stage - Formal Stage

If you are not satisfied with the way your appeal was handled at the Informal Stage, you can write to the school using an Appeals Complaints Form (see attached). SEED will write to you within 2 working days, where possible, to confirm receipt of your written appeal. The COO will thoroughly investigate the complaint, review all the information and discuss the findings, together with any recommendations or apology, with you. The COO will then write to you with her decision where possible, within 10 working days of receiving your complaint. SEED will seek to resolve the majority of complaints at this stage.

Third Stage - Complaint Heard by Appeal Panel

If you are still not satisfied, you may complain in writing to the CEO. The CEO may contact you directly to understand more about the complaint and to seek a resolution. If you are still unhappy with the outcome of the complaint, then the CEO will convene an Appeal Panel. The Panel can be drawn from the nominated members and may include a partner centre and will consist of at least three people who were not directly involved in the matters detailed in the complaint. One of the Panel members will be independent of the management and running of the school. If the COO and the CEO have heard the complaint informally as described above, the COO and the CEO must not, of course participate in the Panel Hearing. The Panel may choose its own chair. This is the last stage of SV appeals procedure. The Panel can:

- dismiss the assessment decision in whole or in part;
- uphold the assessment decision in whole or in part;
- decide on the appropriate action to be taken to resolve the complaint;
- recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.

The Appeals Committee will meet within 20 school days. The student and parent/carer will be invited to attend this meeting at least 10 school days before it happens. Parents can be accompanied to this meeting if they wish. Everyone at this meeting as well as the COO, Chair and, where relevant, the person complained about, will receive in writing the decision and recommendations of the Appeals Committee within 5 school days. The Committee's decision is final.

SEED maintains a written record of all complaints and appeals, and of whether they are resolved at the preliminary stage or proceed to a panel hearing. All correspondence, statements and records relating to individual complaints are kept confidential.

Last revision: September 30, 2019

Compiled by Doris Huang, Chief Operating Officer

Appeals Form

Please complete and return to the Head of Learning who will acknowledge receipt and explain what action will be taken.

Your name.....

Student's name.....

Your relationship to the student.....

Your address.....

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Day time telephone number.....

Evening telephone number.....

Name of teacher who assessed your work.....

Stage 1: Date discussed with your teacher/assessor.....

Stage 2: Date discussed with your Personal tutor.....

Stage 3: Explain in detail why you think this assessment decision is unfair. Please attach copies of any evidence to clarify your points.

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