

Enquiries and Appeals under the Summer 2020 Extraordinary Regulatory Framework Policy

1. General

- 1.1 The scope of this policy covers decisions made and actions taken by Skills and Education Group Awards regarding learners assessed and awarded under the Extraordinary Regulatory Framework for summer 2020. This includes estimated and calculated grades and adapted assessments.
- 1.2 For enquiries and appeals outside the scope of this policy, please refer to our [Enquiries and Appeals policy](#).
- 1.3 Skills and Education Group Awards will not accept enquiries or appeals directly from learners, unless there is no other way for the learner to secure an effective enquiry or appeal (for instance if their Centre has stopped trading). We expect that Centres will only make an enquiry or appeal on behalf of learners where they believe there is a genuine case for the enquiry/appeal.
- 1.4 Appellants must make an enquiry before submitting a formal appeal. Skills and Education Group Awards will not accept an appeal unless the enquiry stage has been exhausted. We hope to resolve all enquiries before they proceed to the formal appeal stage but recognise this is not always possible.
- 1.5 Where an appeal is made, we may charge the appellant for the cost of the appeal, which we will refund should the appeal be upheld.

2. Variation to Assessment Requests

- 2.1 As outlined in our [Summer 2020 – Guidance Relating to Awarding Results document](#), Centres must request a variation to assessment where they are planning to adapt assessment methods in order to allow learners to achieve in summer 2020. Skills and Education Group Awards view this as a supportive process and will work with the Centre to agree an acceptable variation to assessment. Centres may not appeal against a variation to assessment request being refused. Where Skills and Education Group Awards do turn down a variation to assessment request, we will offer feedback so that the Centre may amend the request and resubmit.
- 2.2 Centres are advised that if they make an adaption without submitting a

variation to assessment request first, or where they use an adaption where the variation to assessment request has been refused, there is a risk that certification may not be recommended at a later Moderation if the assessment criteria have not been met.

3. Estimated and Calculated Grades

3.1 Skills and Education Group Awards have, in most cases, asked teachers/assessors to estimate the result(s) that they believe learners would most likely have achieved had learning and assessment been able to continue as usual. In such cases, where Skills and Education Group Awards have awarded the same grade as estimated by the teacher/assessor, we will not permit enquiries or appeals against the teacher's/assessor's estimated grade. This is consistent with Ofqual's advice that it is not appropriate to allow appeals against the professional judgement of a teacher or assessor.

3.2 In some cases, the Centre estimated grade may have been changed by Skills and Education Group Awards. This change will have been made due to one or more of the following reasons:

- At the point of quality assurance, the Skills and Education Group Awards Moderator did not agree with the judgement of the teacher/assessor based on the evidence presented by the Centre to justify the estimated grade
- Skills and Education Group Awards request the evidence to support the justification for a Centre Estimated Grade and the Centre is unable to or refuses to supply enough evidence
- Skills and Education Group Awards changed the estimated grade in order to preserve the grade profile of the qualification against previous academic years. Skills and Education Group Awards has been asked by regulators to ensure the results profile of qualifications is broadly in line with previous years. Where it is the case that on a Centre level or on a qualification-wide level the results profile has varied, Skills and Education Group Awards may allocate results. In such cases, Centres will be asked for a rank order of their registered learners.

3.3 Skills and Education Group Awards will accept enquiries based on the following:

- Enquiry against the process for changing a grade
- Enquiry against a grade based on an administrative error on the part of Skills and Education Group Awards.

- 3.4 Enquiries must be submitted in writing to the [Compliance and Regulation](#) team no later than 5 days after receipt of the result by the Centre.

4. Appeals

- 4.1 An appeal must be made by the centre's nominated contact within 5 working days of receiving our decision following the outcome of an initial enquiry. At this stage, the focus will be on the procedures followed and the evidence initially provided. No new evidence will be admitted at this stage.

- 4.2 Once an appeal has been received, we will notify the appellant of the procedures and steps to be taken at the start of the appeals process. This will include:

- 4.2.1 Convening an Appeals Panel which will include individuals who have no personal interest in the decision being appealed and at least one decision maker who is not an employee, a sub-contractor or otherwise connected to Skills and Education Group Awards;

- 4.2.2 Gathering all appropriate evidence which will include:

- original learner evidence;
- initial enquiry reports;
- relevant Group policy and procedure;
- timelines throughout the process.

- 4.2.3 The cost and the timescales for the panel review.

- 4.3 Minutes of the meeting will be taken and will be approved by the Chair of the Panel.

- 4.4 The decision of the Appeals Panel will be final, and the outcome communicated to the appellant within 5 working days of the panel meeting.

5. Validity of this Policy

- 5.1 This policy shall remain valid for so long as there are learners that may be certificated under the Extraordinary Regulatory Framework. Skills and Education Group Awards may review and amend this policy from time to time.