

Appeals Procedure

Vibrance is committed to ensuring that whenever staff mark candidates' work, this is done fairly, consistently and in accordance with awarding body specifications and subject-specific associated documents.

This is ensured by:

- Tutors have the necessary and appropriate knowledge, understanding, skills, and training in this activity.
- Tutors authenticate candidates' work according to the requirements of the relevant awarding body.
- The quality assurance manager and managers lead an internal moderation and standardisation process.

An appeal against internal assessment decisions can be made, based on the above not being fulfilled

1. Appeals should be made as early as possible and at least two weeks before the end of the last externally assessed paper in the examination series (e.g. the previous GCSE written paper in the summer exam series)
2. Appeals should be made using the internal appeals form completed by the candidate (or parent/carer)
3. Managers will appoint a member or person from within Vibrance who is not involved in the assessment process for that subject to conduct the investigation
4. The purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements as detailed in the awarding body specification(s) and subject-specific associated documents
5. The appellant will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding body and any changes made to internal assessment procedures
6. The outcome of the appeal will be made known to the Directors and logged as a complaint. Upon request, a written record will be kept and made available to the awarding body. Should the appeal bring any significant irregularity in procedures to light, the awarding body will be informed

If you have concerns about procedures used to assess your internally marked work for public exams (e.g., Internally Assessed Activity/ Controlled Assessment / Coursework / Portfolio/Projects) at any stage during your exam courses, you should see the Examinations Officer as soon as possible.

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1. Overview

The result of an exam or qualification may be challenged. This can only be undertaken by Vibrance to discuss with the exam centre.

GCSE, AS, A level, Functional Skills or Diploma

Parents/Carers/Students should contact Vibrance as soon as possible - this is called 'enquiring about results. Vibrance will complete the appropriate form, , using the information supplied by the parent/carer/student.

PLEASE NOTE THERE WILL BE A CHARGE FOR ANY REMARK

2. Enquire about results

Parents/Carers/Students can challenge the result of a GCSE, AS, A level, Functional Skill or Diploma exam.

You can ask for your work to be rechecked or looked at by a senior examiner if you think there's been a mistake in either:

- working out your result
- the mark you got for your exam or coursework

This is also called 'enquiring'. If you're not satisfied with the outcome, Parents/Carers/Students, through Vibrance, can make an appeal to Ofqual.

3. Other qualifications

We will contact the awarding organisation/exam centre on your behalf and appeal to them directly about the results for any other qualification, e.g. a BTEC or an NVQ.

A final report will be sent to you after they've reviewed the result.

If you're not happy with the appeal's outcome, you can contact Ofqual to make a complaint.

Complaints - Ofqual public.enquiries@ofqual.gov.uk

Telephone: 0300 303 3344

Monday to Friday, 9am to 5pm