



MILLENNIUM PERFORMING ARTS: APPEALS POLICY

UPDATED

August 27, 2015

Next review date

Sept. 2016

Learners studying with MPA have the right to appeal against any disciplinary action brought against them and also to make a complaint about any aspect of their training. This policy also provides support for learners wishing to make an appeal against an assessment decision. Learners can appeal against an assessment decision relating to:

- The mark for an individual item of coursework
- The final result of any element of assessment
- The external assessment (theory paper or similar)
- The final overall internal/external assessment decision for a qualification

All learners are assessed against agreed and published Awarding Body criteria. Assessment decisions are made by assessors who are trained, experienced and/or qualified.

All appeals will be treated impartially and will not impact in any way on future assessment decisions on individual cases. The appeal process will be handled on a confidential basis. Learners are strongly encouraged, however to pursue any complaint or grievance through informal channels, before following the formal procedures. Learners should note that there are strict time limits for lodging appeals. Learners are reminded that assessment is a matter of judgment and disagreement with an assessment judgment is not grounds for appeal. The learner should draw attention to any problems at the earliest opportunity, seek advice and take corrective action.

The grounds for appeal generally fall into one of following main types.

- The assessment was not conducted in accordance with the qualification and/or centre regulations
- Medical or other extenuating circumstances arose during the assessment process which affected the learner's performance
- There was inappropriate or irregular behaviour on the part of the assessor
- Administrative or procedural error

Where the outcome of an appeal brings into question the accuracy of results for other students, MPA will take steps to protect the interests of all students.

Stage 1

- The learner should firstly discuss the reason for the appeal with the assessor or internal verifier (if possible) on the day of the assessment
- If this does not resolve the appeal the learner should complete the Learner Appeal Form (available from the Directors) and submit to the internal verifier within 5 days from the date of the assessment – include any supporting evidence
- The internal verifier will investigate the appeal and respond in writing within 7 working days

Stage 2

- If the learner feels that the outcome is unsatisfactory they should complete the relevant section of the Learner Appeal Form and re-submit to the internal verifier
- MPA will then notify the external examiner
- If the external examiner was not present or is unable to resolve the appeal issue, the learner will be directed to the third stage of the appeals process

Stage 3

- The learner should complete a written appeal directly to the Awarding Body. The External Examiner will investigate the matter thoroughly and respond in writing within 21 working days
- If the learner feels that the External Examiner has been unable to bring the matter to a satisfactory conclusion, the appeal may be referred directly to the Director of Awarding at the relevant Awarding Body.

Stage 4

- The learner may be offered a formal appeals hearing. This will be conducted within 6 weeks and will be conducted by the appeals panel
- Provision of an appeals hearing will incur a nominal fee. The fee will be refunded if the appeal is upheld

Additional Notes

- It is extremely difficult to investigate appeals without impartial evidence. Therefore appeals against referrals in practical assessments based solely on the learner's disagreement with the assessor's decision will only be considered when accompanied by a video recording
- The learner has the right to video any aspect of their assessment using their own video recording equipment provided it does not interfere with the assessment process, other learners or the assessor's ability to carry out their role(s)
- It is the responsibility of the learner to arrange a video operator
- It is the responsibility of the learner to notify the centre of any medical problem which may affect student performance adversely in the assessment process, so that a decision can be made for deferral, prior to the assessment date
- Appeals against referrals in an external assessment can result in the following action:
 1. Investigation into the centre's invigilation procedures/delivery
 2. Hand marking of the theory papers
 3. Investigation into the content of the theory paper by the Awarding Body.