



Appeals Policy and Procedures COVID 19 Addendum

May 2021



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1. Scope

This addendum is required to ensure that VTCT maintains clear and concise guidance in relation to dealing with appeals, in accordance with Ofqual's Vocational and Technical Qualifications Contingency Regulatory Framework (VCRF) during the coronavirus (COVID-19) pandemic.

The policy is only applicable to the Teacher Assessed Grades (TAGs) mitigation process.

The need for appeals should be limited as learners should be confident in their grades because of the guidance VTCT published to support centres through the TAG process; centres are able to access these documents on the COVID-19 pages of the VTCT website. Additionally, VTCT mandated the Head of Centre to sign a declaration form for each qualification where TAGs were submitted. This declaration confirms that the centre followed the process set out by VTCT and that the centre understands the external quality assurance process that VTCT will follow once the TAGs are submitted.

The Covid-19 Appeals Policy and Process addendum will remain in place until the cessation of the VCRF.

2. COVID-19 Arrangements

2.1. Grounds for appeal

Following the guidance set out by the Government and our regulators, learners will have access to a right of appeal relating to the outcome of the Teacher Assessed Grades (TAGs) process.

Learners wishing to appeal against a TAG outcome should use the centre's own appeals process. Learners are able to instruct the centre that determined their TAG to conduct a centre review, and to submit an appeal to the awarding organisation on behalf of the learner in relation to that TAG. Learners cannot make an application for an appeal directly to VTCT. The centre has no discretion about whether to accept the appeal.

Learners will need certain information to help them decide whether to appeal:

- the centre's internal policies for awarding teacher assessed grades
- the sources of evidence used to determine their grade along with any grades/marks associated with them
- details of any special circumstances that have been taken into account in determining their grade, e.g. access arrangements, mitigating circumstances such as illness

Centres will complete their own appeals process and inform VTCT if they wish to change the TAG outcome for the learner. VTCT will review the evidence provided and will decide whether or not to amend the learner's grade.

The reasons why a centre will request a change of TAG(s) for the learner may be due to:

- an administrative error
- a procedural issue
- if the centre's judgement was wrong
- if the centre exercised unreasonable academic judgement, which includes the decision about sufficient sources of evidence



Learners wishing to appeal against banked assessment component grades should use VTCT's Enquiries and Appeals Policy and Procedures.

Appeals on assessment results awarded through the adaptation mitigation process, where results are based upon an internal assessment decision, should follow VTCT's Enquires and Appeals Policy and Procedures.

2.2. Applications

Appeals may be made to VTCT where they have evidence to suggest that the grade is either incorrect or that there is sufficient evidence to issue a Teacher Assessed Grades (TAG) for a learner. Centres must obtain the written permission of the learners for the centre to make the request; the learner's signature must be on the application form, see Section 3.1. Receipt of requests unaccompanied by the written permission of learners may be treated as centre maladministration.

To ensure that the appeal can be dealt with as soon as possible it is important to adhere to the timescales for submission. The window for appeals against the TAGs process closes on 31 October 2021. This deadline date will be reviewed in accordance with the extension or cessation of the VCRF during the Covid-19 Pandemic.

2.3. Outcome

The four possible outcomes of the appeal are:

- no change

The learner will have the option to undertake the assessment in the autumn assessment series.

- change the grade based on VTCT reviewing the evidence that the centre used to support the TAG
VTCT will change the TAG(s) for the learner; the grade may go up or go down

- issue a grade based on VTCT reviewing the evidence that the centre used and determining that there are sufficient sources of evidence

VTCT will issue a TAG(s) for the learner

- withdrawal of grade(s)

VTCT will withdraw the TAG(s) for the learner and, where applicable recall the certificate issued for the learner.

VTCT will mandate that the learner re-sit the assessment(s) in the autumn assessment series.

In each outcome, VTCT will amend its learner records accordingly.

2.4. Fees

VTCT will not charge a fee for an appeal made against grades awarded through the VCRF during the coronavirus (COVID-19) pandemic.

2.5. Complaints

VTCT has a separate COVID-19 addendum to the Complaints Policy and Procedures, which should be followed by centres/learners who are dissatisfied with any other aspect of our services than those listed above. For further information, please contact VTCT.

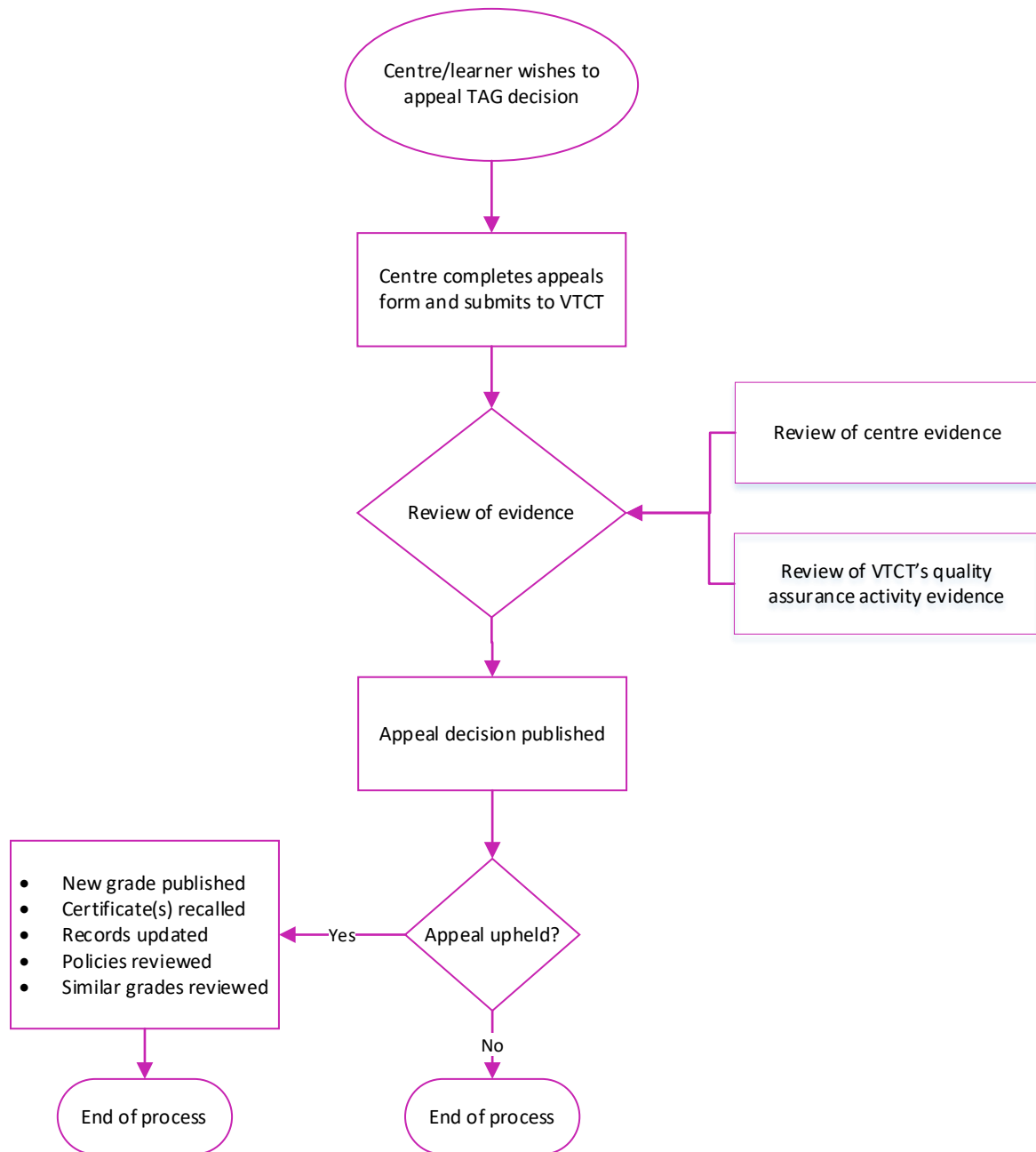


3. Process

- Submit your completed application form to the Exams Department at VTCT, with full details of the reason for the appeal, accompanied by all supporting documentation and the written permission of each learner involved.
- VTCT acknowledges receipt of appeals within 3 working days from receipt.
- VTCT undertakes to complete the independent review of the appeal application within 28 working days of receipt of the application and associated evidence. If for any reason these timescales cannot be achieved, VTCT informs the centre contact of the anticipated timescale.
- The VTCT Appeals Panel will review the information and associated evidence submitted with the appeal application. It may be necessary for VTCT to contact the centre for further information that is required and not initially provided with the application. VTCT may review its own quality assurance activity as part of this review.
- The written report is sent by recorded delivery and provides details of any recommendations as well as the decision.

The VTCT Appeals Panel decision is final and completes the appeals procedures for Teacher Assessed Grades (TAGs). No further appeal will be accepted. If an appellant wishes to take the matter further they may consider contacting the relevant regulator(s). The regulators would require evidence that the appellant had exhausted VTCT's own appeals procedure as set out above prior to taking this step.

3.1. COVID-19 Appeals against assessment grades – flowchart





4. Appendix A: Covid-19 TAG Appeal Application Form

The application form must be completed in full and all supporting evidence provided at the point of application to enable VTCT’s Appeals Panel to consider the application.

Covid-19 TAG Appeal Application Form		
Information about the centre and learner		
Centre name		
Centre number		
Learner name		
Learner number		
Qualification title		
Qualification code		
Information about the appeal		
Provide assessment details	<input type="checkbox"/> Examination	List the exam titles/codes:
	<input type="checkbox"/> Assignment	List the unit titles/codes:
	<input type="checkbox"/> Synoptic practical assessment	List the assessment code:
Outcome of the centre’s appeals process	Centres are required to complete their own appeals process review before escalating the appeal to VTCT.	
Reason for the appeal		
Outline the reason for the appeal	You will need to provide reasons and evidence for the appeal.	



Learner declaration	
I give my consent to the head of my examination centre to appeal on my behalf. I understand that the outcome of the appeals process may result in a TAG(s) being issued or withdrawn and the final TAG may be higher or lower than the original TAG(s) I received.	
Learner name	
Learner signature	
Date	
Centre declaration	
Centre representative name	
Centre representative designation	
Centre representative signature	
Date	
Email address	
Phone number	
<p>Send the completed form and supporting evidence to: appeals@vtct.org.uk</p> <p>Applications may also be posted to:</p> <p style="padding-left: 40px;"> Appeals Exams Department Aspire House Annealing Close Eastleigh Hampshire SO50 9PX </p>	



Document amendment history page

Version	Document Owner	Issue Date	Changes	Role
v1.0	Head of Assessment	15/07/2020	First published.	
v2.0	Head of Assessment	24/05/2021	Reviewed and update to meet the requirements of the VCRF	

Document Review

Role	Review Status
Chief Academic Officer	
Head of Technical Development	

Document Owner

Document Owner	Document shared with
Head of Assessment	

Document Sign-off

Role	Sign-off Date
Chief Academic Officer	24/05/2021