



## **Assessment appeals policy and procedure**

### **Introduction**

CAA Global Limited is committed to providing a fair and transparent route to achieving their qualification.

This procedure is intended to provide a formal means for appealing the outcome of an assessment result(s). An appeal is distinct from a complaint which seeks to raise concerns about the quality or delivery of a service received from CAA Global Limited. Complaints are considered under a separate Complaints Handling Procedure. The policy set out below is designed to ensure that such requests are dealt with in a fair and consistent manner.

CAA Global Limited aims to:

- Deal with any requests in a fair and timely manner and keep you appropriately informed of the progress of an investigation
- Notify you of the outcome which has been reached and, where appropriate, what further action if any is to be taken
- Monitor and track appeals to identify trends and patterns to be reported to Education Committee

### **Acceptable grounds for appeal**

The appeal will ONLY be considered where at least one of the following grounds is alleged to apply:

- Irregular procedure or improper conduct of an assessment took place. This can include procedures for question setting, marking and results moderation of the examinations.
- Extenuating personal circumstances materially affected the academic performance, which CAA Global Limited were not aware of when the decision was taken and which could not reasonably have been disclosed. An explanation for earlier non-disclosure is always required.

It is important to note that appeals based on, or arising from, the following will be deemed invalid and not upheld:

- Your lack of knowledge or understanding of the assessment regulations and procedures.
- Challenging the academic judgement of the assessors because you believe that you deserve a different outcome.
- The retrospective reporting of extenuating personal circumstances that might have been reasonably made known at the time

To clarify, CAA Global Limited will not pursue an appeal that does nothing more than question the academic judgement exercised. For example, you cannot appeal using the procedures simply because you are unhappy with a mark given.

CAA Global Limited is committed to promoting equality and diversity in all its activities. By submitting an appeal your privacy and confidentiality will be respected at all stages of the process. In submitting an appeal you must accept that limited disclosure of all, or part, of your submission will be required to enable investigation of the case to proceed.

You have the right to expect that everyone who responds to, investigates or adjudicates upon an appeal will do so impartially. No individual, including assessors, will be permitted to act in any manner in a case which they have a material interest in, or in which any actual or potential conflict of interest may arise.



## **Stage one appeal**

### **Lodging an appeal**

The appeal must be submitted within 50 UK working days of the receipt of the assessment result. For the purposes of this policy Monday to Friday are counted as working days, except where CAA Global Limited (UK office) is closed for a public holiday.

You should complete the *Appeal application form (Stage one appeals)*. A form needs to be completed for each assessment you wish to appeal. Appeals should be sent by email or post to the address given on the form, with the appropriate fee.

You will need to provide reasons why you believe that the grounds of appeal apply, and include evidence to substantiate your claim.

On receipt of the form an acknowledgement letter will be sent to you within one week.

If the appeal is successful then the fee is refundable. If you have booked a resit for the same assessment and the appeal results in a pass then the entry fee will be refunded to you.

### **Consideration of the appeal**

The Quality Manager will oversee the appeal and will take all appropriate steps to ascertain the relevant facts. This can include checking that no administrative, numerical, data transcription, computing or procedural errors have taken place. It will involve consulting where necessary with examiners, assessors, Board Officers or CAA Global Limited representatives.

The outcome of the appeal, with reasons, will be communicated to you by letter from the Quality Manager (or nominee) within 30 UK working days from the receipt of the appeal fee, wherever possible. Any delays will be communicated to you.

In the event the appeal is upheld this does not necessarily mean that you are entitled to an amendment of your mark or pass/fail decision.

By way of an example, and not intended to be an exhaustive list, the following are available if the appeal is upheld:

- an explanation or apology
- an undertaking to review the relevant administrative procedures
- a remark of the assessment
- correction of the score previously awarded.

If you agree to a remark of the assessment, the score previously awarded may be corrected either up or down from the original outcome. If the corrected mark meets the required standard of the assessment then you will receive a pass.

Where the outcome of this process indicates a failure in assessment processes that might affect other candidates, CAA Global Limited will take steps to correct or mitigate the effect as far as possible, and to ensure that such a failure does not occur.



## **Stage two appeal – review of the Stage one process**

If you do not agree with the outcome of the Stage one appeal you are entitled to have your appeal considered by the CAA Global Education Committee (or nominee).

You must request an appeal by completing an *Appeal application form (Stage two appeals)* and sending it to the CAA Global Education Committee within 10 working days of receiving the Stage one appeal outcome.

The Stage two appeal does not re-investigate the details of the original appeal. An appeal at Stage two will only consider evidence that:

- Procedures were not applied properly or fairly during the stage one appeal.
- Evidence considered in the stage one appeal was incorrect or incomplete, to the extent it was reasonable to conclude the outcome may have been different.
- There was prejudice or bias during the stage one appeal. It should be noted that this is a serious allegation against CAA Global Limited representatives, and the evidence provided must be strong, or it could result in implications for you under the Disciplinary Scheme.

If the appeal is successful CAA Global Limited will undertake to re-review the case submitted at Stage one of the appeal process.

The outcome of the appeal, with reasons, will be communicated to you by letter from the CAA Global Education Committee (or nominee) within 30 UK working days from the receipt of the Stage two appeal wherever possible. Any delays will be communicated to you.

The decision of the CAA Global Education Committee will be the final decision under this appeals process. Once this has been communicated to you, CAA Global Limited will not enter into any further correspondence regarding the appeal.