



## ENQUIRIES AND APPEALS PROCEDURES

### Statement of Policy:

This policy outlines procedure for dealing with appeals, which is divided into the following categories:

- Assessment results
- MACTRI’s decision to ‘not support’ a group of Open Awards portfolios
- MACTRI’s decision to decline a centre’s request to make reasonable adjustments or give special considerations
- MACTRI’s decision relating to any action to be taken against a learner or a centre following an investigation into malpractice or maladministration.

### Appeal services for assessment results

MACTRI aims to ensure that all our assessments are carried out to the highest possible standards and that assessment decisions are fair, reliable and consistent. However, we recognise that from time to time a centre or candidate may be unhappy with assessment decisions we make.

As part of the approval process, we ask that centres have an appeal policy. Candidates should discuss enquiries about results with their Centre Administrator first.

If the Centre Administrator agrees with the candidate, the centre should complete Assessment Appeals form– Request for Investigation upon Results and request one of the following services on their behalf:

### Investigations upon Results

<b>1A</b>	Administrative Checks	(i) We double check that the correct mark has been entered into our database, and that no other handling error has been made, and (ii) We provide a breakdown and feedback of the marks or assessment
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<b>2B</b>	Remark practical assessments	We arrange for a senior assessor to mark candidate's work. This will not be the assessor who marked it the first time
<b>3C</b>	Remark assessment papers	We arrange for a senior assessor to mark candidate's assessment paperwork. This will not be the assessor who marked it the first time
<b>4D</b>	Internal Review	Review the outcome of 1A and/or 1B above.

#### **Other appeals**

Appeals against MACTRI's decision relating to any action to be taken against a learner or a centre following an Investigation into malpractice or maladministration.

Candidate must have viable grounds for appeal such as: • MACTRI has not followed published procedures.

- New evidence has come to light which could change decision
- Reasonable belief that action taken is not proportionate to the centre or individual's actions

Appeals must be made within two weeks of MACTRI's informing centre/individual of outcome  
Appeals will be heard by a small panel of individuals within MACTRI who have no prior knowledge of the details or been involved in the malpractice investigation and/or decision following the investigation.

#### **Appeals against a MACTRI decision on Reasonable Adjustments and Special Consideration Requests**

Centres must contact MACTRI at the earliest opportunity in order to appeal against a decision.

- MACTRI will acknowledge all written/video letter complaints within two working days and within 28 working days to provide a response.

All enquiries, requests for an investigation, appeals, and other matters concerning assessment and verification decisions should be addressed to:

**Quality Assurance Officer, Brow House, Ground Floor 1 Mabfield Road, Manchester, M14 6LP**

## **REVIEW**

The effectiveness of this policy and associated arrangements will be reviewed annually under the direct supervision of the MEaP Head of the Institute.

**Date:** April 2022

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