



Highfield

International[®]

www.highfieldinternational.com

Highfield Enquiries and Appeals Procedure

Document Title: Enquiries and Appeals Procedure		Procedure No.: PMEA047
Date Issued: 11 February 2011	Last Revised: 24 November 2011	Revision No.: 0.01

ENQUIRIES AND APPEALS PROCEDURE

1. Enquiries

1.1 The following Enquiries Procedure provides guidelines for Centres to check with HABC:

1.1.1 Assessment decisions affecting candidates' results.

1.1.2 Decisions other than assessment decisions which may affect Centres or candidates, such as;

1.1.2.1 Enquiries by candidates challenging results should first of all be lodged in writing and discussed with the designated Centre Contact. The Centre Contact will record and document the complaint in outline.

1.1.2.2 Where the outcome at this stage of the enquiry does not satisfy the candidate, or where the candidate believes that the Centre's Enquiries Procedure was unfairly carried out, the candidate may contact HABC's Operations Manager directly.

1.1.2.3 Enquiries from candidates or Centres on behalf of candidates should be made in writing and sent directly to HABC. The written enquiry should be sent to the Operations Manager at HABC within ten working days of the Centre's response to the candidate's enquiry.

1.1.2.4 The HABC Operations Manager will acknowledge the enquiry in writing within two working days of receipt of the enquiry.

1.1.2.5 If HABC's investigations carried out by the Operations Manager identify there were errors in marking or other flaws in the processing of the assessment, a result may be adjusted by HABC to the appropriate level.

(a) Enquiries submitted to HABC requiring the re-marking of multiple-choice examinations will be carried out manually.

1.1.2.6 Ordinarily the HABC Operations Manager will provide a full response to the enquiry, in writing, within ten working days of receipt of the initial enquiry. Response times may vary depending on the complexity of the matter and nature of the appeal.

2. Appeals

2.1 HABC will consider Appeals from candidates, Centres or other organisations approved by it. Centres subject to sanctions may appeal on the following grounds:

- 2.1.1 Where sanctions have been applied to the Centre as a result of an investigation made by HABC.
- 2.1.2 The outcome of a monitoring and evaluation visit or an inspection of assessment.
- 2.1.3 An appeal against a decision by HABC not to extend approval.
- 2.1.4 Decision by HABC to suspend or remove approval.
- 2.1.5 Rejecting an organisation application for Centre Approval

2.2 Candidates may appeal directly to HABC if:

- 2.2.1 They are dissatisfied with a decision which follows an enquiry into the results of assessment.
- 2.2.2 If particular requirements for their assessment have not been properly recognized by the Centre.
- 2.2.3 They feel the premises/environment for the assessment disadvantaged them.
- 2.2.4 If they were not satisfied with the conduct of the examination and believed it disadvantaged them.

3. Appeals Procedure

3.1 Centres, organisations and candidates are advised that all appeals to HABC must be submitted with the Appeals Form (AF 1), see PME048, and addressed for the attention of the Operations Manager. Candidates can appeal individually, or request the Centre to submit the Appeals Form on their behalf. The following procedure will apply:

- 3.1.1 The Appeals Form must be completed in full, and any supporting documents attached so that all information necessary to the adjudication is available at the outset.
- 3.1.2 Appeals must be received by HABC within 20 working days from receiving the response from HABC.

- 3.1.3 HABC will acknowledge receipt of a completed appeals form, Form AF 1 within ten working days.
- 3.1.4 Ordinarily, the written outcome of the appeal should be communicated within 20 working days from receipt of the complaint. Response times may vary depending on the complexity of the matter and nature of the appeal.
- 3.1.5 The Operations Manager will set up an Appeals panel consisting of at least one independent member, who is not, and has not been at any time during the past seven years, a member of the Awarding Organisation's Board, or an employee or examiner of the Awarding Organisation.
- 3.1.6 The Appeals panel will attempt to conclude its deliberations in the shortest time possible consistent with the nature of the necessary enquiries into the matters raised.
- 3.1.7 Actions taken by the Panel may involve visits to Centres to review accommodation for assessment, interviews with candidates, interviews with Nominated Tutors or other Centre staff in order to arrive at a full understanding of the appeal circumstances.
- 3.1.8 Outcomes of the Appeal will be sent in writing to the Centre Contact by the Operations Manager.

4. **Appeals Fees**

- 4.1 Approved Centres may be charged a fee for each visit to the Centre. If the Appeal is upheld, all fees for candidates or groups of candidates will be refunded in full. Should a Centre visit be deemed unnecessary for the Appeal, there will be no Centre visit fee.

5. **Unresolved Appeals**

- 5.1 Should a candidate be dissatisfied with the decision of the Appeals Panel, a request may be made for the matter to be considered by the Regulator.