



Appeals Procedure (YMCA Awards)

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Appeals Procedure

Amac provides a formal route for learners wishing to appeal against an assessment decision.

All learners are assessed against agreed and published YMCA Awards criteria. Assessment decisions are made by assessors who are trained, and who have a recognised Assessor Award in one of the following:

Level 3 Award in Assessing Vocational Achievement (D32/33)

Level 3 Award in Assessing Competence in the Work Environment

Level 3 Certificate in Assessing Vocational Achievement

SVQ Learning and development Unit D9 – Assess workplace competence using direct methods

SVQ Learning and Development Unit D9I – Assess workplace competence using direct and indirect methods

Specific to each centre: see YMCA Awards website for further assessing qualifications that are no longer available but are recognised and may be relevant to your centre/staff

Areas for Appeal

Learners can appeal against an assessment decision relating to:

- The mark for an individual item of coursework e.g. worksheets and case studies
- The final result of any element of assessment e.g. planning, teaching and/or evaluation
- The external assessment (theory paper)
- The final overall internal/external assessment decision for a qualification

Grounds for Appeal

An appeal may be made if:

- The assessment was not conducted in accordance with the Amac's 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

Centre note:

The centre Internal Quality Assurer is responsible for managing the appeal and must hold a recognised internal quality assurance qualification in one of the following:

Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice

Level 4 Certificate in leading the Quality Assurance of Assessment Processes and Practice

SVQ Learning and Development Unit 11 – Internal Quality Assurance

Specific to each centre: see *YMCA Awards website for further internal quality assurer qualifications that are no longer available but are recognised and may be relevant to your centre/staff*

Appeals Procedure

- The learner should firstly discuss the reason for the appeal with the Assessor or Internal Quality Assurer (if possible) on the day of the assessment
- If this does not resolve the appeal the learner should complete the Learner Appeal Form and submit to the Internal Quality Assurer within 5 days from the date of the assessment – include any supporting evidence (see additional notes below)
- The Internal Quality Assurer 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 Quality Assurer
- Amac will then notify the YMCA Awards External Quality Assurer.
- If the YMCA Awards External Quality Assurer 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 YMCA Awards Lead External Quality Assurer, who will investigate the matter thoroughly and respond in writing within 21 working days
- If the learner feels that the YMCA Awards Lead External Quality Assurer has been unable to bring the matter to a satisfactory conclusion, the appeal may be referred directly to the YMCA Awards Director of Awarding

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 teaching 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 where their assessment is taking place 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
- Theory papers that are externally assessed by YMCA Awards are marked electronically and sampled regularly
- Appeals against referrals in the external theory result 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 YMCA Awards Senior Qualifications Manager