



## INTERNAL ASSESSMENT OF EXTERNALLY EXAMINED QUALIFICATIONS

### CANDIDATE APPEALS AND GRIEVANCE PROCEDURE

Bournemouth Adult Learning is committed to fulfilling the requirements of all Examination Awarding Bodies and in accordance with the QCA Code of Practice.

- All internal assessments will be conducted by appropriately qualified and knowledgeable staff
- All assessment records will be confidential, up-to-date and available to the candidate.
- All teaching staff will be monitored through observation and curriculum meetings/training to ensure their practice is to an appropriate and measurable standard

Candidates may **not** appeal against any assessment decision or grading given but, in circumstances where they believe their Tutor or Assessor has incorrectly applied the **internal assessment procedures** as required by the awarding body, they have the right to appeal and refer the matter to:

#### **The Examination Officer**

The Examination Officer will discuss the matter informally with the Candidate and Tutor/Assessor and try to resolve the matter to the satisfaction of all parties. If the Examination Officer concludes that a more formal approach is required, then the matter will be referred to

#### **The Complaints Moderation Panel**

The Bournemouth Adult Learning Complaints Panel will convene as required, will consider all available evidence and may call any person involved in the complaint, or any third party, to answer questions. The decision of the Complaints Panel will be given in writing to all concerned and is final. The composition of the Complaints Panel is: Head of Service or Deputy Head of Service, Head of Programme and the Quality Coordinator.

THIS NOTICE IS ALSO ON GLO-BAL UNDER LEARNER INFORMATION [www.glo-bal.co.uk](http://www.glo-bal.co.uk)