

## Enquiries About Results and Appeals Policy

### Introduction

IBSL aims to provide fair, reliable and responsible decisions in relation to its assessments and qualifications. IBSL seeks to make sure its decisions and processes are open to legitimate enquiry and challenge; this Policy and procedures aims to support that.

This Policy document deals with

- Centre enquiries about a result, and
- Appeals from Learners and Centres.

### Scope

This policy applies to IBSL Centres, Centre staff and Learners.

### Centre Enquiries About a Result

If a Centre believes a Learner's result is inconsistent with their expectations, based upon the Centre Assessor(s) reasonable judgement on a Learner's expected level of attainment, the Centre may submit an Enquiry About a Result.

The Centre must submit an Enquiry About a Result to IBSL **within 10 working days** of the results having been formally issued by IBSL.

An Enquiry About a Result is a process whereby IBSL checks that the assessment outcome has been accurately marked and recorded, and that the marks have been totalled up correctly.

An Enquiry About a Result is NOT a re-mark of a Learner's work. It is a series of clerical checks.

An Enquiry About a Result is concerned with a single result and not multiple results.

Depending on what is found an Enquiry About a Result could lead to marks and grades being lowered, as well as the potential for them being raised.

There is a charge attached to submitting an Enquiry About a Result which is payable when an application is made. If the finding is that incorrect marks have been attributed to the Learner the fee will be reimbursed. Please see the fees at the back of this policy document.

IBSL External Examiners attending Centres are NOT to be challenged on the marks they award to Learners in assessments. Such challenges are NOT part of the IBSL's Enquiries About a Result Policy. If this occurs the Centre could find IBSL choose to open an investigation to look at the Centre's behaviour towards IBSL representatives.

### Procedure to be followed by a Centre in submitting an Enquiry About a Result

The Centre must have the Learner's permission to submit an Enquiry About a Result for the Learner. The Learner must be made aware that their marks and any grades may be lowered, as well as being raised or remain the same, and therefore must provide their written consent to the Centre before an application is submitted.

The Centre must complete the form at Appendix 1 of this Policy and submit it to IBSL **within 10 working days** of the results having been issued by IBSL. The enquiry will be acknowledged by IBSL.

IBSL's Academic & Quality Assurance Officer will carry out the required check to see that all the information required to process the application is complete. If it is complete IBSL will undertake the required Enquiry About a Result clerical checks.

If any discrepancy is found from the clerical checks it will be brought to the attention of the Responsible Officer, or their nominee. The Responsible Officer, or nominee, will confirm any changes to marks to be made based upon the findings.

IBSL will write to the Centre with their findings **within 15 working days** of receipt of the enquiry. The findings may be that:

- the result is upgraded, or lowered, or
- the result remains the same.

If there is a discrepancy between the result originally awarded to the Learner and the result found following the clerical checks the fee paid will be reimbursed.

## Appeals

Centres, Centre staff and Learners may submit an Appeal that asks IBSL to look at IBSL:

- decisions on results, reasonable adjustments or special considerations for a Learner.
- results, following on from an Enquiry About a Results application finding.
- decisions to reject an application for approval by a prospective centre.
- decisions to not approve the use of a named teacher or assessor.
- decisions to withdraw or suspend a Centre from providing a given qualification(s).
- decision to withdraw approval of a Centre.
- decisions made in respect of a malpractice or maladministration investigation.
- decisions to apply sanctions following a malpractice or maladministration investigation.

Appeals look at whether IBSL has correctly applied its policies and procedures. Appeals should therefore only be submitted if the Centre, Centre staff or Learner genuinely believes that IBSL has not followed the correct procedures; or if they consider a vital piece of evidence or information has not been properly considered.

Appeals must be submitted **within 10 working days** of the date on any outcome letter on the matter issued by IBSL and using the correct form. The appeal must clearly provide only relevant, clear and valid reasons for the appeal.

There is a charge attached to submitting an Appeal which is payable when the application is made. If the finding is that the appeal is upheld, the fee will be reimbursed. Please see the fees at the back of this policy document.

An appeal application may be rejected by IBSL if the grounds upon which the application is made is not considered valid. This decision is taken by the Responsible Officer, or their nominee, and advised to the appellant **within 10 working days** of the appeal being received by IBSL.

Where the Appeal is considered valid, the Appeal will be heard by an IBSL appointed individual who has the required competence and understanding of the matter at hand. The individual will not have any prior knowledge of, or involvement in the case. The individual will be presented with all relevant evidence and reports and may request further information and carry out further investigations where appropriate.

The appellant will be advised of the outcome **within 20 working days** of the appeal being received by IBSL. A decision letter will advise on whether the appeal is:

- valid, and should be upheld; or
- rejected.

The grounds for the rejection will be provided to the appellant in the outcome letter.

Where an appeal is upheld the fee paid will be refunded to the appellant.

**Procedure for Submitting an Appeal**

The appellant must submit the appropriate form **within 10 working days** of the date on any outcome letter on the matter from IBSL. The form is provided at Appendix 2 and must also include the fee payable at the same time. IBSL will acknowledge receipt of an Appeal.

Where the appeal is heard by IBSL’s appointed individual the appellant will be advised of the outcome **within 20 working days** of the Appeal being received by IBSL.

A decision letter will advise on the grounds for any rejection, if that is the case.

**Fees**

All fees must be paid at the point of application.

	<b>Amount due</b>
Enquiry About Results	£25.00
Appeal	£50.00

## Appendix 1

### Enquiry About a Result Application Form

This form is to be used by a Centre wishing to make an Enquiry About a Result on behalf of a Learner.

Please ensure you submit this form to IBSL within 10 working days of the results having been issued by IBSL. An Enquiry About a Result is concerned with a result for one assessment and NOT multiple results.

The required fee **must be** submitted at the time of application. Please complete all sections of the form, making sure it is legible.

<b>Centre name:</b>	<b>Centre number:</b>
<b>Centre address:</b>	
<b>Name of Centre contact making this application – full name:</b>	
<b>Centre contact’s role:</b>	
<b>Email address of contact:</b>	<b>Phone number of contact:</b>
<b>Relationship of the contact to the Learner e.g. assessor:</b>	
<b>Name of Learner (full name):</b>	<b>IBSL Learner registration number:</b>

**Please confirm that the Learner has given written permission for this Enquiry About a Result and they are aware that it could lead to marks and any grades being lowered.**

Signed by contact (named above):  
Date this enquiry was submitted to IBSL:

**How to pay the applicable fee:**

**Qualification and unit this Enquiry About a Results relates to:**

**Assessment details – including assessment reference and date of assessment:**

**Please provide your reasons for making this application:**

*All information will be treated as confidential and according to IBSL Privacy Policy.*  
Please send this form to [admin@ibsl.org.uk](mailto:admin@ibsl.org.uk)

## Appendix 2

### Appeal Application Form

This form is to be used by an appellant wishing to make an Appeal

Please ensure you submit this form to IBSL **within 10 working days** of the date of the outcome letter issued by IBSL.

The required fee **must be** submitted at the time of application. Please complete all sections of the form, making sure it is legible.

**Appellant name in full:**

**If this appeal is being made on behalf of the appellant please state your name and relationship to the appellant:**

**Email address of appellant/applicant:**

**Phone number of appellant/applicant:**

**Address of appellant/applicant:**

**IBSL reference or case number, where provided:**

**Please confirm, where applicable, the appellant has given you written permission for this Appeal application**

Signed by:

Date this enquiry was submitted to IBSL:

**How to pay the applicable fee:**

**Please set out clearly and concisely the grounds for the appeal:**

This should cover your reasons for the Appeal and your evidence that suggests IBSL has not followed the correct procedures; or if IBSL have not considered a vital piece of evidence or information.

*All information will be treated as confidential and according to IBSL Privacy Policy.*

Please send this form to [admin@ibsl.org.uk](mailto:admin@ibsl.org.uk)