APPEALS POLICY

Policy Owner: Head Office
Oversight Committee: Examinations & Standards Committee
Final Authority: Grand Council
Applies to: All regulated and unregulated I-PATH qualifications
Review Cycle: Annual or following regulatory change

1. Purpose

This policy sets out how International Performing Arts & Theatre Limited (I-PATH) considers and determines appeals relating to assessment and examination outcomes.

It ensures that:

- learners are treated fairly and consistently
- assessment processes are applied correctly and objectively
- decisions are independent, transparent and auditable
- I-PATH meets its obligations under the Ofqual General Conditions of Recognition, particularly in relation to fairness, governance and control of standards

2. Scope of the Appeals Policy

This policy applies to appeals only, defined as appeals against:

- the processes used to determine a result or award
- the application of procedures relating to assessment, examination, standardisation or quality assurance

This policy does not apply to:

- complaints about customer service or administration
- allegations of malpractice or misconduct
- dissatisfaction with academic judgement alone

Separate policies apply to complaints, malpractice and misconduct.

3. Relationship to Enquiries of Results

An Enquiry of Results (EoR) is the first stage for centres or teachers who believe there may have been an error in the marking, recording or processing of results.

An appeal may only be submitted after the Enquiry of Results process has been completed and the final EoR outcome has been issued.

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An appeal cannot be used to re-mark work or substitute judgement where procedures have been correctly applied.

4. Grounds for Appeal

An appeal may be considered where the centre or teacher believes that:

- published assessment or examination procedures were not followed correctly
- procedures were applied inconsistently
- there was a procedural irregularity that may have affected the outcome

Appeals based solely on disagreement with the examiner's professional judgement will not be accepted.

5. Who May Submit an Appeal

Appeals must be submitted by the centre or course leader on behalf of the learner(s).

Learners may not submit appeals directly.

Where a common issue affects multiple learners, a single, joint appeal may be submitted.

6. Timescales and Submission Requirements

Appeals must be submitted in writing within 10 working days of receipt of the final Enquiry of Results outcome.

Appeals received outside this timeframe will not normally be considered.

6.1 Required Information

An appeal submission must include:

- learner name(s)
- qualification, grade(s) and result(s) awarded
- date of the original assessment or examination
- Enquiry of Results reference and outcome
- clear statement of the grounds for appeal
- supporting evidence (where available)

Receipt of the appeal will be acknowledged in writing.

7. Fees

Where an appeal is not upheld, a fee may be charged to reflect the cost of conducting the appeal.

Details of applicable fees are published separately in the Fee Sheet document.

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8. Appeals Procedure Overview

The purpose of the appeals procedure is to determine whether I-PATH applied its processes fairly, consistently and correctly when determining a result.

The appeals process does not involve re-marking assessment evidence.

The procedure operates in two stages.

9. Stage One - Independent Procedural Review

9.1 Process

Stage One involves a review of the case by an appointed reviewer who:

- has had no prior involvement in the assessment, Enquiry of Results or related decision-making
- reviews all relevant documentation and evidence
- considers whether procedures were followed correctly and consistently

9.2 Possible Outcomes

The reviewer may determine that:

- the original result stands
- procedural issues are identified that require corrective action
- recommendations are made for wider process improvement

The outcome is reported in writing to the Chair of the Examinations & Standards Committee, who communicates the decision to the centre/course leader.

10. Stage Two - Formal Appeal Hearing

10.1 Requesting Stage Two

If the centre/course leader remains dissatisfied, they may request progression to Stage Two by submitting a written request within 10 working days of the Stage One outcome.

The request must:

- confirm intention to proceed
- identify proposed representatives and witnesses

10.2 Appeal Panel

Stage Two involves a formal appeal hearing before an Appeal Panel, comprising:

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- members appointed by I-PATH
- at least one independent member
- chaired by the Chair of the Grand Council (or a nominated deputy)

Members of the panel will have had no prior involvement in the case.

10.3 Conduct of the Hearing

The hearing is conducted fairly and proportionately and normally follows this structure:

1. The centre/course leader presents the appeal case
2. Panel members ask questions
3. I-PATH (represented by a nominee of the Examinations & Standards Committee) presents its response
4. Panel members ask questions
5. Both parties summarise their positions
6. All parties withdraw while the panel deliberates

A formal record of proceedings is maintained.

10.4 Decision

The Appeal Panel will determine whether:

- the appeal is not upheld, and the original result stands; or
- the appeal is upheld, and corrective action is required

Where consensus cannot be reached, a vote will be taken.
The Chair has a casting vote if required.

11. Communication of Outcome

The final decision and reasons will be issued in writing within five working days of the hearing by the designated senior officer.

Where the appeal relates to a regulated qualification, a copy of the outcome will be shared with the relevant awarding organisation.

The decision of the Appeal Panel represents the final internal outcome of I-PATH.

12. Fairness and Conduct

Throughout the appeals process:

- all parties are treated with respect and impartiality
- no party is disadvantaged or intimidated
- normal assessment and examination activity continues without prejudice

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13. Records and Reporting

I-PATH:

- maintains secure records of all appeals and outcomes
- retains records in line with regulatory and data protection requirements
- reports anonymised appeal data to the Grand Council as part of governance oversight

14. Relationship to Other Policies

This policy should be read alongside:

- Enquiries of Results Policy
- Assessment Policy
- Academic Integrity Policy
- Complaints Policy
- Malpractice and Maladministration Policy

15. Contact

All appeals correspondence should be submitted to:
info@i-path.org

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