

Motive8 IQ Appeals Procedure

The purpose of an appeals procedure is to ensure that every learner who is not satisfied with the outcome of an assessment decision has the right to appeal against the decision that has been made.

The appeals procedure applies to any learner following completion of an Active IQ qualification at motive8 IQ and provides learners with a formal route to appeal against a decision.

motive8 IQ learners will be assessed against Active IQ published criteria and by assessors who must hold or be working towards any of the following:

- Level 3 Award in Understanding the Principles and Practices of Assessment (QCF) or
- Level 3 Award in Assessing Vocationally Related Achievement (QCF) or
- Level 3 Award in Assessing Competence in the Work Environment (QCF) or
- Level 3 Certificate in Assessing Vocational Achievement (QCF), or
- A1 (previously D32, D33)

In addition, motive8 IQ will ensure that assessors:

- Possess a discipline specific qualification equivalent to the qualification being taught
- Have relevant industry experience
- Demonstrate active involvement in a process of industry relevant Continued Professional Development during the last two years

All new motive8 IQ assessors will be given a clear action plan for achieving the appropriate qualification(s) and should be countersigned by an appropriately qualified individual until the qualification(s) are achieved.

You can make an appeal should you feel that:

- a. Your work/examination has been unfairly marked/assessed
- b. You were not given sufficient time in which to complete your exam/course work
- c. You were not given sufficient warning about an exam/deadline
- d. Fellow learners received a different grade for what you feel is the same standard of work.

Please note this list is not exhaustive, therefore if you wish to appeal due to other reasons please follow the appeal process below.

Appeals

Should you wish to appeal you must contact the Internal Verifier at motive8 IQ:

James McKeown – info@motive8IQ.co.uk – please mark your email FAO James McKeown

Internal verifiers must hold or be working towards any of the following:

- Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice (QCF)
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (QCF)
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice (QCF)
- V1 (previously D34)

- Relevant alternative qualification or senior experience in supervising or managing an internal quality assurance role

Appeals Procedure

The appeals procedure allows students to make a formal appeal against a recommendation or decision relating to:

- The mark for an individual item of course work;
- The result of any element of assessment;
- The final overall assessment decision for award of certification.

An appeal may be made if the student feels that:

- The assessments were not conducted in accordance with the approved scheme or centre regulations;
- An administration error occurred at some stage of the assessment process;
- Extenuating circumstances arose during the assessment process, which affected the student's performance;
- There was inappropriate or irregular behaviour on the part of the assessor.

Appeals Procedure – Stages

All appeals must adhere to the following system in order to be successfully recognised:

STAGE ONE

- All appeals must be sent to the Motive8 Head Office, addressed to the IQA Manager (James McKeown) or emailed to info@motive8IQ.co.uk marked for the attention of James McKeown.
- The enclosed appeal form must be completed and sent with all supporting evidence, including video evidence if necessary;
- The IQA Manager will arrange a panel of 3 people (Lead Internal Quality Assurer and 2 Assessors) to hear the appeal.
- The panel will investigate thoroughly the circumstances of the appeal and respond in writing within ten working days.
- If necessary, the IQA Manager will request a theory paper to be hand-marked by AIQ.
- Any additional evidence may be requested during this time in writing, in person or by telephone.
- In the case of a practical appeal, the practical component of an assessment will be assessed via video submission only.
- The panel should ensure it has all of the available evidence including that from the original assessment and any re-assessment.

- If required the student, who may be accompanied, and the original Assessor will give their evidence to the panel.
- The panel may wish to call an independent Internal Quality Assurer.
- A signed and dated written record of the decision should be given to the student within 2 working days of the hearing.

Outcome of Appeal

The outcome of a successful appeal could be one of the following:

- The mark for an individual item of course work is amended;
- The result of practical, planning, or evaluation is amended;
- The overall result is amended;
- The student is given the opportunity to retake the assessment at no further cost.

STAGE TWO

If the student feels the outcome is unsatisfactory then an appeal against this decision can be made to the awarding organisation. An External Verifier will be provided to check the validity of the appeals process and individual case. The evidence provided will be verified against:

- Assessment procedure and standards
- Reason for appeal
- Validity of information provided
- Adherence to assessment procedure

During this stage, further information may be requested by email or post to support the investigation. If required, further meetings may also be needed to be organised. The result of the appeal will be provided within four weeks of stage two commencing.

STAGE THREE

If the appeal is to be taken further, written confirmation must be sent to the Head of Active IQ Quality Assurance, a response will be provided with 14 days confirming the next stages of the investigation which, based on evidence from the IQA and EQA investigations, may be to close the appeal. If there are grounds for further investigation, stage four will commence.

STAGE FOUR

A formal meeting within six weeks of the response from the Head of Quality Assurance will be arranged with specific representatives in place:

- Independent appeals board member
- Head of Quality Assurance

- Director of Quality Standards
- Senior Management Representative

- A Chairperson employed by the Awarding Body

This is the final stage of appeal. If the student wishes to appeal further, they must go directly to OFSTED/OFQUAL who will provide additional details.

Throughout the assessment process motive8 IQ will comply fully with Active IQ's policy on reasonable adjustments and special considerations that can be found:

<http://www.activeiq.co.uk/centres/guidance-for-centres>

Note Regarding Live Observed Assessments

Investigating appeals is very problematic without the presence of impartial evidence. Therefore, appeals in the context of live observed assessments will only be considered when accompanied by a suitable video recording.

As a learner of motive8 IQ you will be able to use a video recording as long as it does not adversely affect the assessment process, allows the assessor to carry their role and does not contravene a venue/organisations rules or regulations. The learner must make suitable arrangements to arrange a video operator.

If a medical issue has the potential to affect your performance, then it is your responsibility to inform motive8 IQ prior to assessment so that an informed decision can be made terms of an appropriate action plan.