

NCRQ

NATIONAL COMPLIANCE
& RISK QUALIFICATIONS

Appeals policy



October 2018

NCRQ appeals policy and procedure

Version 2.0

Purpose

NCRQ recognise that a student may wish to appeal against:

- the results of assessments following completion of the re-marking process
- decisions regarding reasonable adjustments
- decisions regarding special consideration
- decisions relating to any action taken against a student following an investigation into malpractice in accordance with the malpractice policy.
- the outcome of a complaint when the three stages of the complaints policy have been exhausted, if a student is dissatisfied with the outcome.

In all cases, an appeal will consider if NCRQ applied their procedures consistently, properly and fairly.

Where an appeal is successful, the panel will refer the decision back to the original decision maker and ask for it to be reviewed again following the findings of the appeal panel.

Grounds for appeal

An appeal can be made on the following grounds:

A. New evidence. New evidence is available that is likely to have resulted in a different outcome if it was presented to the original decision maker, and it was not reasonable for the student to have presented at the time of the original decision. For this ground to be successful, the appellant must demonstrate a) that there is new evidence; b) that this evidence is likely to have resulted in a different outcome if made available at the time of the original decision; and c) that there are substantial and verifiable reasons why it was not possible for this evidence to be presented at the time of the original decision.

B. Policies not followed. That the appropriate NCRQ policy, procedure or guidelines were not followed.

C. Grossly unreasonable or irrational decision. That, having regard to the guidance, policy, and all of the circumstances, the decision was so unreasonable or irrational that no reasonable person could have made it.

Application

In order to initiate the appeals procedure, a student must email appeals@ncrq.org.uk.

Appeals must be made within ten days of the date that the original decision was communicated to the student. This ten-day period commences from the day following the sending of an email, the release or re-marked grades, or one working day following the posting of a first class letter. Appeals received after this time will not be progressed.

The email must include:

- the name and student number of the appellant
- the date and nature of the decision that is subject of the appeal
- on which ground(s) (A to D above) the appeal is being made
- a detailed explanation of why the appeal should be upheld, together with evidence to support each point being raised
- the student's desired outcome.

All appeals will be initially considered by a member of the senior management team to ensure that sufficient information has been provided by the appellant and that the issue can not be reasonably resolved by other means.

All information to be taken into account must be presented in documentary form; there is no right to personal attendance at an appeal panel.

Fee

Once the initial application has been received and accepted, the appellant will be sent a link to pay the appeal fee of £150. This fee must be paid before the appeal is heard. The fee will be waived for unemployed or low income applicants on presentation of suitable evidence.

Where an appeal application is successful, the fee will be refunded to the applicant.

The fee is contribution towards the costs of an appeal panel, and is significantly less than similar qualification bodies.

Process

1. The appeal application will be acknowledged within 2 working days of receipt.
2. The applicant will be sent a link for payment of the fee.
3. When the fee has been paid, the appeal will be heard at the next available appeal panel. This will usually be within 21 days.
4. The appellant will be notified of the outcome of the appeal within two working days of the hearing date. The notification will include justifications for the decision.
5. Where an appeal is fully or partially successful, the panel will refer the decision back to the original decision maker, with instructions to review the decision taking into account their findings.
6. All decisions will be communicated to the applicant via the address given on their enrolment registration.

Further appeal

If the appellant is dissatisfied with the decision, they may ask for the appeal decision to be referred to an independent, external member of the Standards Committee. This process may take 28 days for review, and will examine the appeal on the same grounds as detailed above.

Internal review

If the result of an appeal brings into question the accuracy of the assessment process that affects one or more learners, NCRQ will take all reasonable steps to identify all students that have been affected, and correct or mitigate the effect of this and ensure it does not reoccur in the future.