

Language of Dance Trust Appeals Policy

Aims

- To enable the candidate to enquire, question or appeal against an assessment decision.
- To attempt to reach agreement between the candidate and the assessor at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness.
- To facilitate a candidate's ultimate right of appeal to the awarding body, where appropriate.
- To protect the interests of all candidates and the integrity of the qualification.

In order to do this, the centre will:

- Inform the candidate at induction, of the Appeals Policy and procedure.
- Record, track and validate any appeal.
- Forward the appeal to the awarding body when a candidate considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted.
- Keep appeals records for inspection by the awarding body for a minimum of 18 months. Have a staged appeals procedure (see appeal procedure document).
- Take appropriate action to protect the interests of other candidates and the integrity of the qualification, when the outcome of an appeal questions the validity of other results.
- Monitor appeals to inform quality improvement.

Language of Dance Trust Appeals Procedure

An appeal must be lodged within 28 days of receipt by the Candidate of the attainment mark.

Grounds for appeal

The Candidate has grounds for appeal if s/he alleges, contends, or can provide evidence that:

- There have been procedural or professional irregularities, bias, prejudice or lack of professional standards on the part of the internal/external verifier.
- There have been circumstantial irregularities, or factors outside the control of either the Candidate or the Language of Dance Trust (LODT), which have led to an unfair or inaccurate decision having been made which disadvantages a candidate.
- The LODT did not apply procedures consistently or procedures were not followed properly and fairly.

Submission of appeal

Appeals must be made in writing to the Courses and Examinations Manager.

The communication from the Candidate must clearly set out the grounds for appeal and include all information which they wish the LODT to consider in their investigation. It should be accompanied by any relevant documentary evidence, such as a copy of the candidate's result form.

Receipt of the appeal will be acknowledged within seven working days.

Consideration of Appeals

The evidence for all appeals will be considered by an Appeals Panel.

An Appeals Panel will normally consist of the LODT Executive Director, at least one Trustee and the Courses and Examinations Manager, as well as an independent person who is neither an employee, verifier, teacher or trustee of the LODT, nor in any other way connected with the LODT.

The precise composition of the Appeals Panel will depend on the nature of the appeal, but in no circumstances will it include any individual who has any personal interest in the decision being appealed. All members of the Appeals Panel will be persons who have appropriate competence in considering the appeal.

The LODT aims to resolve an appeal within 28 days of receipt of the appeal. It may, however, be necessary to extend this period if key personnel are unavailable. In this case, the Candidate will be notified in writing.

The Candidate will be notified of the outcome in writing within seven working days of the decision being made.

Outcome of appeals

The possible outcomes are as follows:

- The appeal is denied.
- The appeal is upheld, and an offer is made to re-examine candidate at no additional charge and as soon as possible. The verifier for a re-examination will not be the verifier who conducted the original examination.
- The appeal is upheld, and an adjustment is made to the mark awarded.

In all cases, a letter will be sent to the Candidate which clearly sets out the detail of the investigation and includes a full explanation of the outcome.

Depending on the nature of the appeal, and if the circumstances forming the grounds for the appeal are deemed to have also affected other candidates, either in the same examination set or same centre, action will be taken to ensure that such candidates are afforded the same treatment as the candidate who is the subject of the appeal.

Should there be no response from the Candidate within 28 days of communicating the outcome of the appeal, the appeal will be considered closed.

Should the Candidate not be satisfied with the outcome of the appeal, the LODT will contact the awarding body to review the appeal and investigation.

Monitoring and data protection

Where the application of the appeals process leads the LODT to discover a failure in its assessment processes, we will:

- Identify any other candidate who has been affected by the failure
- Correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure; and
- Ensure that the failure does not recur in the future.

All communication related to appeals will be treated confidentially and details will only be disclosed to those directly concerned with the appeal process.

The records of any communication will be kept on file and destroyed at a time appropriate and in line with the data protection policy of the LODT. A summarised record of the appeal will be held confidentially on the LODT database.

Anonymous details of complaints, enquiries and appeals may be kept separately for reference at a later date in order to ensure consistency of decision making in future cases.

In accordance with the requirements of the qualification's regulators, information and records related to appeals may be made available to the regulators upon request.

This policy is to be reviewed annually by the NCFE Examinations Officer, Executive Director and the Lead Trustee for Policy and Procedures.

It will then be redistributed to the rest of the Board, LODT team and all relevant parties.

Next review date: July 2024.