



# Appeals Procedure

## Introduction

The IFE awarding organisation operates in a transparent way and our activities follow published policies and processes. All policies and procedures are reviewed on an ongoing basis to ensure that they reflect best practice.

The purpose of this procedure is to enable individuals and/or centres to query whether or not the correct policies and procedures have been followed.

## Scope

This procedure covers appeals in the following circumstances:

- the results of assessments (subject to completion of the relevant result enquiry procedure prior to submitting an appeal – please see separate guidance on result enquiries and appeals)
- arrangements for reasonable adjustments
- outcomes of request for special consideration
- action to be taken against a learner or a centre following an investigation into malpractice or maladministration.

## Staged approach

Two stages of appeal are in place. Centres/Candidates must submit a stage 1 appeal and go through this process before submitting a stage 2 appeal.

## Stage 1 - Process

- All Candidates/Centres that wish to submit an appeal should do so in writing using the form provided by the IFE. Forms can be requested via [exams@ife.org.uk](mailto:exams@ife.org.uk).
- The application form must include the reason for the appeal and details of the specific situation where the appellant believes that IFE did not follow the correct procedures in reaching the original decision. Additional supporting information can be provided if this is appropriate and relevant to the appeal.
- The IFE will acknowledge receipt of appeals within five working days. At the point where the appeal submission is acknowledged, the IFE will advise the appellant if further information is

required or if the submission does not fall within scope of the policy eg if a candidate who has already received the outcome of a re-mark via the result enquiry process is seeking to use the appeals process to secure a further re-mark. The IFE will collect the appeal fee at this point and provide a timeline for completion of the process.

- The appeal submitted will be reviewed by an independent party (either an IFE senior manager or a member of the IFE's external expert team who has not previously been involved with the appellant's case and who has no personal interest in the decision being made). The independent reviewer will scrutinise all aspects of the process followed by the IFE in making the decision(s) and will check that all relevant policies and procedures have been followed fully and appropriately; all relevant paperwork including the information provided by the appellant will be considered.
- If the appeal is upheld, the IFE will write to the appellant to confirm the outcome of the appeal and will set out the remedial action that is proposed. This appeal fee will be refunded.
- If the appeal is rejected, the IFE will write to the appellant to confirm the outcome and to explain how the policies and/or processes have been followed. In this instance, the appeal fee will not be refunded.

## Stage 2 - Process

If the appellant remains unsatisfied with the outcome of the appeal, a stage 2 appeal can be submitted. The appellant will be required to set out and justify the rationale for escalating the appeal.

- The IFE will acknowledge receipt of appeals within five working days. At the point where the appeal submission is acknowledged, the IFE will advise the appellant if further information is required or if the submission does not fall within scope of the policy. The IFE will collect the appeal fee at this point and provide a timeline for completion of the process.
- At this stage, an independent appeal panel will be set up. The panel will include at least three members; none of the members of the panel will have had previous involvement with the case and at least one will not be connected to the IFE (this panel member will normally be an employee of another awarding organisation). The appellant will be provided with the opportunity to present their case to the panel.
- If the appeal is upheld, the IFE will write to the appellant to confirm the outcome of the appeal and will set out the remedial action that is proposed. The appeal fees for stage 1 and stage 2 will be refunded.
- If the appeal is rejected, the IFE will write to the appellant to confirm the outcome and to explain how the policies and/or processes have been followed. In this instance, the appeal fee will not be refunded.