

# Internal Appeals Policy

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## 1 Scope and Purpose

- 1.1 Learners have the right to appeal if they disagree with an assessment decision. This policy is for learners to use if they wish to appeal assessment outcomes or progression judgements made by tutors. The policy relates to learners registered at Pembrokeshire College and to programmes where the College has direct responsibility for the assessment process and decisions which lead to the award of certification.
- 1.2 Grounds for appeal include:
- The outcome of an assessment/assessment decision and its marking/grading
  - The conduct of assessment
  - The adequacy of the range, nature and comprehensiveness of the evidence when set against national and awarding body standards
  - The adequacy of the opportunities offered in order to demonstrate competence
  - The suitability of the assessment in relation to the individual's additional needs and equality guidelines
  - The timing of opportunities offered to complete the assessment or resubmission
  - Any other grounds as outlined in individual awarding body guidance which can be substantiated
- 1.3 The outcome of the appeal may be:
- Confirmation of the original decision
  - Recommendation that the decision be re-assessed by the same or a different assessor
  - The original assessment decision may be reversed or amended

## 2 General Policy

- 2.1 The learner/s should make the appeal in writing within 10 working days after receiving feedback to informally discuss the assessment outcome.
- 2.2 The appeal should be made in writing to the Quality, Learning and Teaching Manager (QLTM).
- 2.3 The QLTM will seek to find a solution through the quality assurance process directing the Head of Faculty (HoF) to work with the internal quality assurer and the learner in reviewing the evidence in line with awarding body assessment/grading guidance.
- 2.4 If an outcome is not forthcoming a formal process will be initiated. The QLTM will:

1. Convene an appeals panel chaired by the QLTM within 10 days of the appeal being lodged and notify the candidate and assessor immediately.
  2. Ensure that an independent panel is constituted of no more than four members of staff and who have had no previous involvement with the case.
  3. Ensure the panel receives all documentation and related evidence pertaining to the appeal.
  4. Call such evidence as appropriate to reach a fair decision.
  5. Offer the learner and the original assessor the opportunity to address the panel in person, or in writing, or both, or to be represented by an advocate who may similarly address the panel on their behalf.
  6. Communicate the decision of the appeals panel to the candidate in writing within five working days of the appeal being considered giving reasons for the decision.
- 2.5 If in the event of a resulting investigation by the awarding body the learner remains dissatisfied with the outcome they can escalate their appeal to the relevant qualification regulator.

### 3 Appeal of Centre Assessed Marks for A level and GCSEs

- 3.1 In line with the Non Examination Assessment Policy learners are informed of their centre assessed marks so that they may request a review of the marking prior to the marks being submitted to the Awarding Body.
- 3.2 Learners are advised that they may request copies of materials (i.e. a copy of their marked work, relevant specification, associated subject-specific documents) to assist them in considering whether to request a review of the marking of the assessment. Any request should be made to the respective Curriculum Area Manager. Requests in relation to on-line GCSE/A Levels are made to the LearnOnline Team. All requests for copies of materials will be made promptly.
- 3.3 Learners will be given sufficient time in order to review copies of the materials and reach a decision. If, after reviewing the materials, a learner wishes to request a review of marking this must be made in writing to the Quality Learning & Teaching Manager (QLTM) or the LearnOnline Team.
- 3.4 A review of marking will be carried out by an appropriately competent assessor who has had no previous involvement with the assessment and has no personal interest in the review. The assessor will ensure that the learner's mark is consistent with the standard set out by the College.
- 3.5 The review will take place within 10 days of the request being made, or before the awarding body deadline, whichever is soonest. This allows for sufficient time for the review to be carried out, to make any necessary changes to marks and inform the learner of the outcome before the awarding body deadline.
- 3.6 The learner will be informed in writing of the outcome of the review by the QLTM or LearnOnline team.
- 3.7 The outcome of the review will be made known to the Head of Centre. The QLTM will inform the Senior Manager for Complaints to log as a complaint. A written record will be kept and made available to the awarding body on request.

### 4 The Welsh Language

- 4.1 The Corporation is committed to the promotion of the Welsh Language and will endeavour to address and support the needs of the Welsh speakers in accordance with the College's Welsh Language Standards.

### 5 Document Control

Version	Description	Date	Creator	Reviewer	Authoriser	Document Custodian
2	REVISION	Nov 17	A Simmons	S Tindall	SMT	D.Meddings
1	REVISION	Feb 17	PMRobinson	B.Walters	S.Lusher	D. Meddings

# Polisi Apeliadau Mewnol

## Rheoli'r Ddogfen

Cyfeirnod: ISPOL1900001

Rhif cyhoeddi: 2

Awdur: ST

Cymeradwywyr: SMT

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## 1 Cwmpas a Phwrpas

1.1 Mae gan ddysgwyr hawl i apelio penderfyniad asesu os ydyn nhw'n anghytuno gyda fe. Mae'r weithdrefn hon at bwrpas y dysgwr os ydyn nhw eisiau apelio penderfyniad asesu neu ddyfarniad dilyniant a wneir gan diwtor. Mae'r weithdrefn yn berthnasol ar gyfer dysgwyr sydd wedi'u cofrestru yng Ngholeg Sir Benfro ac ar gyfer y rhaglenni lle mae gan y Coleg gyfrifoldeb uniongyrchol ar gyfer y broses asesu a gwneud penderfyniadau sy'n arwain at ennill y cymhwyster.

1.2 Rhesymau dros apelio:

- Canlyniad yr asesiad/penderfyniad asesu a'i farcio/raddio
- Sut cynhaliwyd yr asesiad
- Digonolrwydd ystod, anian ac ehangder y dystiolaeth o'i gymharu â safonau cenedlaethol a safonau'r cyrff dyfarnu
- Digonolrwydd y cyfleoedd a gynigiwyd i ddangos cynhwysedd
- Addasrwydd yr asesiad o ystyried anghenion ychwanegol yr unigolyn a chanllawiau cydraddoldeb
- Amseru cyfleoedd a gynigiwyd i gwblhau asesiadau neu ail-gyflwyno gwaith
- Unrhyw amgylchiadau eraill a amlinellir yng nghyfarwyddyd y cyrff dyfarnu y mae modd eu cadarnhau

1.3 Canlyniad yr apêl fydd:

- Cadarnhau'r penderfyniad gwreiddiol
- Argymhelliad i ail-asesu'r penderfyniad gan yr un asesydd gwreiddiol neu asesydd gwahanol
- Gwyrddroi neu addasu'r penderfyniad asesu gwreiddiol

## 2 Gweithdrefn Gyffredinol:

2.1 Dylai'r dysgwr apelio yn ysgrifenedig o fewn 10 diwrnod gwaith i dderbyn adborth i drafod canlyniad yr asesiad yn anffurfiol.

2.2 Dylai'r apêl gael ei wneud yn ysgrifenedig at y Rheolwr Ansawdd, Dysgu ac Addysgu (RhADA).

2.3 Bydd y RhADA yn chwilio am ddatrysiad drwy'r broses Sicrhau Ansawdd trwy gyfarwyddo'r Pennaeth Cyfadran i weithio gyda'r gwiriwr sicrhau ansawdd mewnol a'r dysgwr er mwyn adolygu'r dystiolaeth yn unol â chyngor asesu/graddio'r corff dyfarnu.

- 2.4 Os nad oes canlyniad amlwg o hyn bydd proses ffurfiol yn dechrau. Bydd y RhADA yn:
1. Cynnull panel apeliadau wedi'i gadeirio gan y RhADA o fewn 10 diwrnod ar ôl cofnodi'r apêl gan hysbysu'r ymgeisydd a'r asesydd ar unwaith.
  2. Sicrhau bod y panel annibynnol yn cynnwys dim mwy na 4 aelod o staff heb unrhyw gyswllt blaenorol gyda'r achos penodol.
  3. Sicrhau bod y panel yn derbyn yr holl ddogfennau a'r dystiolaeth sy'n berthnasol i'r apêl.
  4. Galw am dystiolaeth addas er mwyn dod i benderfyniad teg.
  5. Cynnig cyfle i'r dysgwr a'r aseswr gwreiddiol i annerch y panel yn bersonol, neu'n ysgrifenedig, neu'r ddau, neu cael eu cynrychioli gan eiriolwr fydd yn gallu annerch y panel ar eu rhan.
  6. Cyfathrebu penderfyniad y panel apeliadau i'r ymgeisydd yn ysgrifenedig o fewn 5 diwrnod gwaith ar ôl ystyried yr apêl gan roi rhesymau am y penderfyniad.
- 2.5 Os mewn achos o ymchwiliad dilynol gan y corff dyfarnu bydd y dysgwr yn parhau i fod yn anfodlon â'r canlyniad gall gyflwyno'i apêl i'r rheoleiddiwr cymwysterau perthnasol.

### 3 Apêl Marciau a Aseswyd gan y Ganolfan ar gyfer Lefel A a TGAU

- 3.1 Yn unol â'r Polisi Asesu Di-Arholiad, caiff dysgwyr wybod am eu marciau a asesir gan y ganolfan er mwyn iddynt ofyn am adolygiad o'r marcio cyn i'r marciau gael eu cyflwyno i'r Corff Dyfarnu.
- 3.2 Cynghorir dysgwyr y gallent ofyn am gopiâu o ddeunyddiau (h.y. copi o'u gwaith wedi'i farcio, manyleb berthnasol, dogfennau pwnc-benodol cysylltiedig) i'w cynorthwyo i ystyried a ddylid gofyn am adolygiad o farcio'r asesiad. Dylid gwneud unrhyw gais i'r Rheolwr Maes Cwricwlwm perthnasol. Gwneir ceisiadau mewn perthynas â TGAU/Lefel A ar-lein i'r Tîm Dysgu Ar-lein. Bydd pob cais am gopiâu o ddeunyddiau yn cael ei wneud yn brydlon.
- 3.3 Bydd dysgwyr yn cael digon o amser i adolygu copiâu o'r deunyddiau a chyrraedd penderfyniad. Os, ar ôl adolygu'r deunyddiau, mae dysgwr yn dymuno gofyn am adolygiad o'r marcio, rhaid gwneud hyn yn ysgrifenedig i'r Rheolwr Ansawdd, Dysgu ac Addysgu (RhADA) neu'r Tîm Dysgu Ar-Lein.
- 3.4 Bydd adolygiad o'r marcio yn cael ei gynnal gan asesydd cymwys heb fod yn rhan o'r asesiad blaenorol a heb ddiddordeb personol yn yr adolygiad. Bydd yr asesydd yn sicrhau bod marc y dysgwr yn gyson â'r safon a osodir gan y Coleg.
- 3.5 Cynhelir yr adolygiad o fewn 10 diwrnod i'r cais gael ei wneud, neu cyn dyddiad cau'r corff dyfarnu, pa un bynnag sydd cyn bo hir. Mae hyn yn caniatáu digon o amser i'r adolygiad gael ei wneud, i wneud unrhyw newidiadau angenrheidiol i farciau a hysbysu'r dysgwr am y canlyniad cyn dyddiad cau'r corff dyfarnu.
- 3.6 Hysbysir y dysgwr yn ysgrifenedig am ganlyniad yr adolygiad gan y RhADA neu'r Tîm Dysgu Ar-lein.
- 3.7 Hysbysir Pennaeth y Ganolfan o ganlyniad yr adolygiad. Bydd y RhADA yn hysbysu'r Uwch Reolwr Cwynion i'w gofnodi fel cwyn. Bydd cofnod ysgrifenedig yn cael ei gadw a bydd ar gael i'r corff dyfarnu ar gais.

### 4 Y Gymraeg

- 4.1 Mae'r Gorfforaeth yn ymrwymedig i hyrwyddo'r iaith Gymraeg a bydd yn ymdrechu i ddelio ag anghenion siaradwyr Cymraeg â'u cefnogi yn unol â Safonau Iaith Gymraeg y Coleg.

### 5 Rheoli'r Ddogfen

Fersiwn	Disgrifiad	Dyddiad	Awdur	Adolygwr	Cymeradwy-wyr	Ceidwad y Ddogfen
2	DIWYGIO	Tach 17	A Simmons	S Tindall	SMT	D.Meddings
1	DIWYGIO	Chwef 17	PMRobinson	B.Walters	S.Lusher	D. Meddings