

Rural Media Appeals process for NCFE

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### Policy Statement

Rural Media operates a robust internal quality assurance (IQA) system to ensure that all our training delivery and assessment meets the assessment standards set by the awarding organisation (AO). Equally Rural Media is committed to providing an efficient and high standard of service to all encompassed within the centre. Therefore, Rural Media aims to operate a fair and reliable appeals process for the learners and centre staff who express concern or dissatisfaction following an assessment decision.

### Purpose

- To ensure everyone has the right to appeal if they feel their assessment decision was incorrect and to do so
- Allow learners to appeal a decision relating to a reasonable adjustment or special consideration application and how to do so
- Allow appeals against decisions relating to any action taken against learner or centre personnel following an investigation into a malpractice or maladministration and how to do so
- Define the timescales the appellant can expect to wait for an outcome.

### Responsibilities

#### Course Leader

The Course Leader has the following responsibilities within the appeals policy:

- Ensure trainers and assessors are aware of how to appeal a decision
- Ensure learners are aware of how to appeal a decision
- Ensure the procedures for an appeal are followed correctly within the specified timescale
- Investigate the relevant individuals and/or evidence impartially
- Inform the relevant parties of any appeal outcome
- Monitor feedback and/or appeals including the reasons and outcomes.
- Ensure assessment evidence is authentic, valid and retained accurately
- Remain up-to-date with relevant awarding organisation policies and Rural Media policies

### *Appeals process JC*

- Refer to the appeal policy when required
- Try and resolve any dissatisfaction or concerns surrounding decisions via the informal appeal process where possible
- Support the Senior Management Team (SMT) by providing any required feedback, paperwork etc. for appeal investigations
- Feedback any concerns or issues to the SMT

### Assessor

The assessor has the following responsibilities within the appeals policy:

- Ensure assessment evidence is authentic, valid and retained accurately
- Remain up-to-date with relevant awarding organisation policies and Rural Media policies
- Refer to the appeal policy where possible
- Try and resolve any dissatisfaction or concerns surrounding decisions via the informal appeal process where possible
- Support centre personnel by providing any required feedback, paperwork etc. for appeal investigations
- Feedback any concerns or issues to the centre co-ordinator.

### Internal Quality Assurer (IQA)

The IQA has the following responsibilities within the appeals policy:

- Ensure assessment evidence meets the expected qualification standards
- Remain up-to-date with relevant awarding organisation policies and Rural Media policies
- Refer to the appeal policy when required
- Try and resolve any dissatisfaction or concerns surrounding decisions via the informal appeal process where possible
- Keep current, valid quality assurance records
- Support SMT providing any required feedback or records for appeal investigations
- Feedback any concerns or issues to the SMT

## Procedure

### Informal Appeal

Learners are encouraged to discuss any dissatisfaction or concerns surrounding their assessment result with the assessor directly, who will look to resolve the issue and advise the learner of options moving forwards. Alternatively, the learner or course leader may wish to discuss any problems with the SMT this may be via face-to-face conversation, email, letter or phone call. Where possible the centre staff will offer help and guidance on how to overcome the problem, alternatively they may refer to further appeal options.

### Formal Appeal

If a learner is unable to resolve the issue via an informal appeal they will need to submit the information to the centre via an appeals form. This must be complete and submitted, along with any necessary evidence, within 28 days after the course assessment date. The centre co-ordinator, along with an impartial internal quality assurer (IQA) acting as an adjudicator, will review the written submission and the assessment decision made.

If the original decision is supported by the centre co-ordinator and adjudicator, then the decision will stand. Alternatively, the adjudicator may instruct that a further re-mark or re-assessment should take place if they consider that the assessment procedures were not adequately followed.

Any relevant parties will be notified of the outcome in writing within 14 days of the original submission.

### Procedure to Escalate Appeals to NCFE

If a learner wants to escalate an enquiry or appeal after they have exhausted all other appeal process and remain dissatisfied with the outcome this must be done via the BFI Film Academy West Midlands Consortium Course Leader. Learners and their Parents are not permitted to appeal directly to NCFE

### Ofqual (England) Escalation Procedures

If a customer or learner is not satisfied with the outcome decision from Rural Media or NCFE they may appeal to the relevant regulator.

Please note the regulators are unable to overturn an assessment decision for the regulated qualifications that are offered by an Awarding Organisation (AO).

### Ofqual

- Address: Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH
- Telephone: 0300 303 3344
- Email: [public.enquiries@ofqual.gov.uk](mailto:public.enquiries@ofqual.gov.uk)