

Leadership East Appeals Procedure and Possible Grounds

If you are unhappy with any aspect of your assessment, you should discuss this initially by contacting Hayley Baron, Programmes Manager, hbaron@cmatrust.net.

We aim to solve all problems at this level. If not, you should contact the Director, Julie Bidwell jbidwell@cmatrust.net to advise that you wish to make an appeal and you must submit your appeal in writing. The appeals procedure has been illustrated on the following page.

Appeals should be made within 10 working days of the date that you first raised the issue with the Programmes Manager.

The grounds on which you can appeal are based on the contravention of the following criteria and where this has resulted in you being treated unfairly.

Appeal Ground 1: Maladministration

A fault or technical error in the assessment process has led to you being treated unfairly

Appeal Ground 2: Inconsistent application of the criteria for assessment

The process for marking and moderating your submitted work has not been implemented robustly or consistently.

Here are some examples of grounds for an appeal:

- Inaccuracy in recording your marks or unreasonable delays (Maladministration)
- A technical fault which results in a fail (Maladministration)
- If you feel that your assessor has made an unfair judgment or decision about your competence or evidence, you must give clear information about this and relate it to the published criteria or the assessment process. (Inconsistent application)
- If the marks awarded are not congruent with the feedback comments (Inconsistent application)

If your appeal is not upheld by the Director, you can request that your appeal is considered by the Leadership East Appeals Panel. Their decision will be final. You will receive notification of any decisions from Leadership East.

Appeal outcomes

Appeal upheld

If your appeal is upheld at any stage during its hearing, you will receive a written apology from Leadership East and your result will be amended. Lessons learnt from the decisions will be immediately notified to other assessors and moderators to prevent similar errors from occurring.

Appeal not upheld

If your appeal is not upheld, you will receive written notice of this with the reason for the decision. The national quality assurer will be provided with all the relevant documentation on your appeal and may review the case as part of their monitoring procedures on Leadership East. This will not normally involve conducting re-assessments or speaking with you.

