

PORTFIELD SCHOOL & SATELLITE CENTRES



POLICY DOCUMENT FOR SEN CANDIDATES COMPLAINTS & APPEALS



Tel: 01437 762701

Fax: 01437 771444

Email: admin.portfield@pembrokeshire.gov.uk



Review of Policy

This policy will be reviewed annually unless changes of circumstances or legislation requires it to be amended earlier.

Signed:
Headteacher

Date:

Signed:
Chair of Governors

Date:

Portfield School Mission Statement

Working together Learning together Achieving together

At Portfield School we strive to

- Create a happy, safe, supportive and stimulating learning environment
- Value everyone
- Develop everyone's personal, social, emotional health and wellbeing
- Promote relevant academic and vocational skills
- Meet individual needs through an imaginative and flexible approach
- Enable all learners to achieve their full potential

UNCRC United Nations Convention on the Rights of the Child

- Portfield School places the values and principles of the UNCRC at the heart all policies and practices
- Portfield School is a Rights Respecting School

POLICY FOR SEN CANDIDATES COMPLAINTS & APPEALS IN RELATION TO INTERNAL VERIFICATION PROCEDURES FOR QUALIFICATIONS

Introduction

Portfield School is committed to delivering programmes which provide opportunities for learning and assessment to meet the standards of its internal quality assurance policies and the requirements of the Agored awarding body

Portfield School monitors course programmes, assessments and internal verification decisions.

Glossary of Terms

Assessor

The person responsible to assessing candidates work either practical or written form

Internal Verifier

The person responsible for monitoring the assessment standards and supporting assessors.

External Verifier

The person allocated to the school centre from the awarding body to monitor national standards.

Purpose:

The internal verification procedures are intended to provide quality monitoring system to ensure the standard of assessment meets the requirements of the Awarding body.

The internal verification procedures are designed to:

- Define the School's organisation for supporting assessment of candidates in accordance with the qualification assessment and grading criteria
- Identify the roles and responsibilities of those involved with internal verification

- Provide documentation and support information which can be used with those procedures required by the awarding body.

Review and Monitoring

The internal verification policy and documentation is reviewed annually by the school's quality reviewer (QR) to ensure that there is:

- consistency of assessment practice
- That all staff understands the procedures and documentation for recording assessment decisions
- That the QR assist staff with development needs for assessors and internal verifiers
- Disputes between assessors and internal verifiers are handled appropriately

The role of the External Verifier

The External Verifier is employed by the awarding body to undertake the following:

- Promote and improve quality
- Provide information, advice and support
- Talk to the assessment team
- Examine representative samples of both assessed and internally verified work

External Verification Procedure

Procedure

- A designated member of staff will liaise with the awarding body re allocation of external verifiers
- External Verifiers visits will be negotiated with the course internal verifier and confirmed with the curriculum and quality manager
- Course internal verifier is responsible for ensuring all necessary paperwork, portfolios and access to assessors and candidates are arranged in line with EV requirements.
- The Internal verifier manager will meet with External verifiers at end of their visit during feedback and action planning session and receive the EV report.

External verification reports

- The quality manager will record on a summary sheet all actions to be taken and monitor progress towards completion of necessary actions. Progress against actions will be reported to quality manager
- The EV report will be forwarded to Head Teacher. Internal verifier to circulate copies of the report to course IV and assessors
- External verification reports included as an item on the agenda for team meetings to ensure all staff are aware of any actions necessary and the deadline involved.

The Role of the Internal Verifier

- The internal verifier has the key role in assuring quality of assessment arrangements and assessment decisions both to candidates and to various awarding bodies.

The objectives will be achieved by:

- Ensuring that verification guidelines are disseminated to programme members
- Reporting on internal verification to project team
- Attending assessment Appeals meetings where required.
- Supporting and guiding assessors

To maintain quality and rigor of assessment the IV will:

- Provide advice and support to assessors including accessibility of evidence for APL
- Monitor the type, content and presentation of assignment material
- Produce an IV sampling plan to cover all candidates and all units/elements, it must include all portfolios where produced
- Ensure sampling is consistent, valid and reliable and conforms to awarding body requirements, and should include formative and summative IV where applicable.
- Confirm assessor judgements and record on appropriate internal verification documentation.

- Ensure that all records of assessments meet the awarding bodies requirements prior to certificate claims being made
- Liaise where necessary with Internal Verifier Coordinator.
- Liaise with the external verifier and monitor any actions necessary as agreed with EV.
- Resolve, where possible disputes with the assessors.
- Participate, where necessary, in the appeals procedure.
- Endorse and counter sign assessments and units of work to be accredited.
- Meet regularly with assessors to ensure they are provided with awarding body updates and other qualification specific assessor guidance, and identify any development needs they have.
- Ensure that CV's of assessors and IV's are regularly updated and show how assessors have met the Continued Professional Development to meet the assessment strategies of each award.

The Role Of The Assessors

The Assessor will:

- Ensure that the candidates are fully briefed on grading/assessment guidelines, assessment methods and procedures
- Involve candidates in the assessment planning process and agreement of assessment occasions, prepare detailed assessment plans
- Identify evidence which is valid, reliable and sufficient and current from which competence can be ascertained
- Assess any evidence presented from prior achievements
- Adhere to the awarding body's assessment specification in any assessors guidance issued in the judgement of evidence towards an award
- Ensure the use of School procedures in the setting and presentation of assignment work
- Giving constructive feedback decision using appropriate documentation which is recorded to the candidates on formative and summative assessment
- Assist candidates in the presentation of evidence for portfolio final assessment and verification
- Meet regularly as part of a team to discuss issues relating to assessment, including attendance at standardisation meetings.
- Arrange additional assessment where appropriate

- Explain and agree assessments with internal verifier
- Liaise with internal verifier and agree actions to be taken to ensure an appropriate level of continued professional development is maintained
- Assist the internal verifier in the completion of any actions set by the external verifier

Appeals and Disputes

There are two forms of appeal and disputes available to support a quality assured assessment process - one for the candidate appeals and the other for Assessor appeals

Candidate Appeals Procedure

Written assessments and practical assessments undertaken on the course programme are subject to assessment by a member of the course programme team (Assessor) and verification by an internal verifier.

If you are not satisfied with the outcome on an assessed piece of work or activity, you have the right of appeal.

Grounds for an appeal by a candidate

- A piece of work or activity has not been assessed using the published grading criteria
- Assessor or internal verifier comments are not consistent
- The timescales for remedial action are unreasonable short

Stages in the appeals process for any of the above grounds of appeal

Stage 1

The candidate has the right of verbal appeal to the assessor within seven working days of an assessment feedback

If the assessor is not able to agree an assessment decision within five working days following the verbal appeal from the candidate the second stage of the appeals process is introduced

Stage 2

If, at the end of the first stage, a candidate feels that the grounds stated in the verbal appeal still apply, then the candidate has the right of a written appeal to the project manager responsible for the course programme within two working days of the outcome of stage 1

The School nominate an independent internal verifier and together they will consider the appeal. As a result, they will either confirm the decisions already made or make a new decision on the original assessment outcome. This must occur within seven working days from the time of feedback from the assessor.

The decision will be communicated verbally to all parties immediately after it is made and will be confirmed in writing to all parties within five working days. The decision is final.

Assessor / Verifier Appeals Procedures

Each member of staff undertaking assessment is responsible for adhering to the relevant awarding body standards. Should a dispute occur between an assessor and an internal verifier, the assessor can appeal.

Grounds for appeal by an assessor

- An internal verifiers feedback does not adequately explain the verification judgement(s)
- No reasonable verifier would have reached the same judgements
- Less than a recommended/reasonable sample has been used by an internal verifier
- The timescales for remedial action are unreasonably short

Stages in the appeals process

Stage 1

The assessor has the right of written appeal to the internal verifier within seven working days of receipt of any verification feedback, stating the grounds of appeal.

The internal verifier has seven working days to review the verification process, meet with the assessor and make further written comments on the basis of additional evidence if appropriate.

Stage 2

If, at the end of the first stage, an assessor feels that the grounds stated in the written appeal still apply, then the assessor has the right of further written appeal to the Headteacher within two working days.

The course tutor must nominate an independent verifier with the appropriate expertise and together they will consider the appeal

The assessor will receive written feedback on the decision reached, within seven working days of notice of a written appeal being lodged.

Stage 3

If either the assessor or the internal verifier feel that any decision made by those carrying out the second stage of the appeal is one which no reasonable group would have reached they may appeal to the Headteacher who will reach a decision in private.

The decision will be communicated verbally to all parties immediately after it is made and will be confirmed in writing to participants and the Headteacher responsible for the course within five working days. This decision is final.