



Pearson

**Enquiries and appeals about Pearson  
vocational qualifications and end point  
assessment policy**

**Pearson Qualification Services**

**Version 2.2 / October 2017**

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## Who and what is this policy for:

This policy is for mainly centres and learners who want to make an appeal against a decision relating to internal assessment for our vocational qualifications or End Point Assessments for Apprenticeships.

We support and encourage enquiries and appeals from learners to be resolved within your centre. However, where this has not been possible, learners can contact our Vocational Quality Standards Team at [vocationalqualitystandards@pearson.com](mailto:vocationalqualitystandards@pearson.com).

### Enquiries and appeals about Pearson vocational Qualifications policy

Owner: Vocational Quality Standards Manager/Regulation Manager

Authorised by Responsible Officer

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# Pearson Education Ltd – Our Mission and Values

Welcome to Pearson, the world's leading learning company. We have a simple mission: to help people make more of their lives through learning. Whether it's at home, in the classroom or in the workplace, learning is the key to improving our life chances. We are the UK's largest awarding body and we are regulated by Ofqual (England), SQA Accreditation (Scotland), CCEA Accreditation (Northern Ireland) and Qualifications Wales (Wales). We offer academic and vocational qualifications that are globally recognised and benchmarked, with educational excellence rooted in names like Edexcel, BTEC, and LCCI.

Our regulatory policies are integral to our approach and articulate in a consistent way how we meet regulatory requirements. These policies are designed to support employers, centres and learners with the design, delivery and award of Pearson qualifications and end-point assessment services.

## 1. Scope of policy

- 1.1 This policy applies to:
- All internal assessments in Pearson vocational qualifications
  - All end-point assessments.
- 1.2 This Enquiries and Appeals policy should be read alongside our [Centre Guide to Managing Quality](#) which includes guidance about internal centre appeals policies.

### Qualifications excluded from this policy

- 1.3 For information on enquiries and appeals about **GCSE, GCE, Project and Principal Learning qualifications** see the JCQ documents [Post Results Services](#) and [A Guide to the Awarding Bodies' Appeals Processes](#).
- 1.4 For information on enquiries and appeals relating to **external assessment within vocational qualifications** please check our [appeals service](#) and the JCQ document [Post Results Services](#) and [A Guide to the Awarding Bodies' Appeals Processes](#). More information is also in the [Pearson Information Manual](#).

### What this policy does not cover:

- 1.5 **Appeals against malpractice sanctions.** In all cases of appeal against malpractice sanctions, we will follow the procedures set out in the [JCQ Guide to the Awarding Bodies' Appeals Processes](#).
- 1.6 Appeals against **decisions about centre approval applications and qualification approval applications.** You may use our [feedback and complaints](#) service if you feel your application has been handled incorrectly.

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## 2. Policy statement

### When to make an enquiry or appeal for vocational qualifications

- 2.1 An enquiry or appeal can be made where:
- You disagree with the outcome(s) from our external quality assurance activities (for example a Standards Verifier report).
  - You disagree with the outcome(s) from our end point assessment activities.
  - You disagree with a qualification decision made by us (for example rejection of a late certification or registration request).
  - A learner disagrees with the outcome of your internal appeals procedure (for example a decision about assessment outcomes or reasonable adjustments).
- 2.2 Centres must have their own policy and procedure on enquiries and appeals for Pearson qualifications. It is important that your staff and learners know about the policy and that it is followed.
- 2.3 We support and encourage enquiries and appeals from learners to be resolved within your centre. However, where this has not been possible learners can contact our Vocational Quality Standards Team at [vocationalqualitystandards@pearson.com](mailto:vocationalqualitystandards@pearson.com). In order to support the enquiry or appeal we will ask to see evidence that your internal enquiries or appeals procedure has been fully used.

### Enquiries and appeals for End Point Assessment

- 2.4 For End Point Assessment enquiries and appeals you should contact us by emailing [epadelivery@pearson.com](mailto:epadelivery@pearson.com)

### Enquiries and appeals for learners taking Higher National Certificates or Diplomas

- 2.5 Learners taking Higher National Certificates (HNC) and Higher National Diplomas (HND) in England and Wales may have the option to present their appeal to the Office of the Independent Adjudicator for students in Higher Education (OIAHE). You can check if your centre is a provider that is covered by the OIA scheme [here](#).
- 2.6 Following the OIAHE process does not prevent learners from pursuing a complaint or appeal with us and they may choose whichever route(s) that they feel to be the most appropriate.

### About the enquiries and appeals process

- 2.7 Our enquiries and appeals procedure will review whether:
- The centre's procedures are consistent with our requirements.
  - The centre's procedures were applied properly and fairly in arriving at judgments.
  - Our external quality assurance activities were consistent with regulatory requirements.
  - Our end point assessment activities were consistent with regulatory requirements.
- 2.8 The enquiries and appeals process focuses on procedure and is not concerned with making judgments about learner work. The process does not normally involve the re-assessment of learner work but a review may be needed if the outcome of the enquiry or appeal requires it.

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## 3. The enquiries and appeals process

### Enquiry - First Stage

#### If you are a centre:

- Any results enquiries need to be submitted to [vocationalqualitystandards@pearson.com](mailto:vocationalqualitystandards@pearson.com) within 14 days of our original decision.
- Any enquiries and appeals about a decision made by us affecting your centre or your learners should be emailed to [vocationalqualitystandards@pearson.com](mailto:vocationalqualitystandards@pearson.com) within 14 days of receiving our decision.
- For End Point Assessment enquiries please contact [epadelivery@pearson.com](mailto:epadelivery@pearson.com).
- While an enquiry or appeal is happening, it is important that you keep all evidence relating to the case. If the enquiry or appeal involves the work of a learner, you need to keep the work of the complete cohort.

#### If you are a learner:

- You will not be able to appeal to us unless you have first gone through the appeals process at your centre.
- If you want to enquire about or appeal against your centres decision which you feel has disadvantaged you, then you should email us at [vocationalqualitystandards@pearson.com](mailto:vocationalqualitystandards@pearson.com) within 14 calendar days of being told outcome of your centre's appeals process.

All cases are reviewed by our assessment experts who have responsibility for the matter being appealed. **We will:**

- **Acknowledge your enquiry application within 3 days.**
- **Respond to your enquiry within 30 days** of receiving it.

**If you are not happy** with the outcome of the enquiry **you have 14 days** in which to request that a **Preliminary Appeal Review** is undertaken.

## Preliminary Appeal Review - Second Stage

You should make an appeal only on the basis of whether we used procedures that were consistent with the regulatory authorities' requirements, and applied our own procedures properly and fairly in arriving at judgments. The appeals office may refuse to accept your appeal if no procedural ground is given.

### Centres and learners:

Requests for a review must be sent to [vocationalqualitystandards@pearson.com](mailto:vocationalqualitystandards@pearson.com) or for End Point Assessment to [epadelivery@pearson.com](mailto:epadelivery@pearson.com).

We will:

- Acknowledge an appeal application within 3 days.
- Tell you within 14 days whether the case has been accepted or not.
- Arrange for appeals specialists, with no previous involvement with your case, to review the appeal.
- Respond, in writing, with the outcome of the preliminary appeal review within 21 days of confirming our acceptance of the case.

If you are not happy with the outcome of the review, you may submit a request for an appeal hearing by contacting [edexcelappeals@pearson.com](mailto:edexcelappeals@pearson.com).

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We will acknowledge your application for an appeal hearing within 3 days. We have up to 50 working days to hold an appeal hearing.

### The Appeals Panel

- The Pearson Appeals Panel normally consists of 3 panellists who are independent of Pearson. Panellists are appointed in line with [Section 28 of the JCQ Appeals process](#). They have had no employment or other work with Awarding Organisations for at least the previous 5 years.
- The Head of your Centre, learner or delegated representative may be asked to attend the hearing. For international centres, the hearing may be held remotely.
- The Appeals Panel will follow the procedure in the [JCQ Guide to the Awarding Bodies Appeals Processes](#).

### Making an appeal

The chair of the Appeals Panel will consider an appeal if:

- The Head of your Centre makes the appeal in writing within 14 days of the outcome of the Preliminary Appeal Review.
- Your centre's appeal process is completed.
- The preliminary appeal review process or any further work resulting from the review is completed.

### Outcomes of the Appeal Panel

This is the last stage of the enquiry and appeals process. A final decision will be made and **there is no further route of appeal for vocational qualifications**.

The appeals office will:

- Let the Head of Centre or learner know the decision of the Appeals Panel within 2 days of the hearing.
- Send a letter to the Head of Centre or learner describing what was discussed at the hearing and explaining the panel's decision.

You will need to keep all documents related to the enquiry or appeal for at least three years.

## 4. Feedback and complaints

- 4.1 There is no further stage of appeal to the qualifications regulators but you are able to submit a complaint to the regulators about the way we dealt with your appeal.
- 4.2 There is a further option to appeal, for some end-point assessments, via the relevant external quality assurance organisation.

- 4.3** Following the completion of the enquiry and appeals process, if you want to submit a complaint to the regulators, you should contact the regulator in the country where you completed your assessment. These are:

England	Ofqual	<a href="mailto:complaints@ofqual.gov.uk">complaints@ofqual.gov.uk</a>
Northern Ireland	CCEA Regulation	<a href="mailto:ccearegulation@ccea.org.uk">ccearegulation@ccea.org.uk</a>
Wales	Qualifications Wales	<a href="mailto:enquiries@qualificationswales.org">enquiries@qualificationswales.org</a>
Scotland	SQA Accreditation	<a href="#">Online complaint form</a>

## 5. Fees

- 5.1** For information on fees for enquiries or appeals, please visit our [website](#)
- 5.2** If we uphold an enquiry or appeal the fee will be waived.
- 5.3** We reserve the right not to enter into discussions on the repayment of any expenses incurred by the centre or third parties in connection with the appeal hearing.

## 6. Regulatory references

- 6.1** UK regulators require all awarding organisations to establish and maintain their compliance with regulatory conditions and criteria. As part of this process, policies that relate to Pearson's status as an awarding organisation will reference any particular conditions and criteria that they address.
- 6.2** This policy addresses the following regulatory criteria and conditions:

<b>Ofqual/CCEA Accreditation/Qualifications Wales General Conditions of Recognition</b>	
Arrangements with Centres	C2
That agreement must in particular include provisions which: require the Centre to operate a complaints handling procedure or appeals process for the benefit of Learners	C2.3
Appeals Process (all)	I1
<b>SQA Accreditation Regulatory Principles (2014)</b>	
The awarding body and its providers shall have clear, fair and equitable procedures to manage appeals.	13

## 7. Policy review date

- 7.1** This policy will be reviewed in October 2018.

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## 8. Useful contacts

- 8.1 For more information on Pearson qualifications and services please contact the Vocational Quality Standards Team at [vocationalqualitystandards@pearson.com](mailto:vocationalqualitystandards@pearson.com)
- 8.2 For more information on Pearson end-point assessment services, please visit <https://qualifications.pearson.com/en/qualifications/new-apprenticeships.html>

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