



Assessment Review and Appeals Procedure

This Assessment Review and Appeals procedure relates to all SSERC SCQF Certificated Professional Learning Courses. This document outlines the process that should be followed by learners undertaking SSERC SCQF credit and levelled programmes, which are undertaken at SSERC HQ in Dunfermline or at an external venue where the delivery and assessment are the responsibility of SSERC staff.

For Assessment Review and Appeals decisions made at a SSERC Accredited Centre, initial contact should be with the SSERC Accredited Centre itself. If, on completion of the investigation undertaken by the SSERC Accredited, you still remain dissatisfied, follow the SSERC Complaints procedure, which can be found at <https://www.sserc.org.uk/complaints/>

All assessment reviews and appeals should be made in writing to the Assessment Standards Manager, SSERC, South Pitreavie Business Park, 1-3 Pitreavie Court, Dunfermline. KY11 8UU. SSERC will also give the opportunity for reviews and appeals to be made in person if required.

Mitigating Circumstances

The assessment review and appeals process should not be viewed as a method of circumventing or setting aside assessors' professional judgement on learners' performance. Nor should it be viewed as an opportunity to identify mitigating circumstances that should have been identified and considered BEFORE a final assessment decision is taken.

'Mitigating Circumstances' are defined as unforeseen and unpreventable circumstances outside the control of the learner, which could significantly affect performance and/or attendance in an assessment and could not have been remedied in the time available. These are normally circumstances relating to the health and/or personal life of a learner which is sufficiently serious and significant in nature so as to result in them being unable to attend, complete or submit an assessment on time, or attend an examination. In such cases, a reasonable adjustment request should have been submitted **in advance** of the assessment opportunity. A learner will not be able to request an assessment review and appeal only based on mitigation circumstances.

Special consideration

Special consideration is a minor, post-examination adjustment to an assessment's mark. This may be given to a learner for circumstances that could not have been predicted or were outside the learner's control and may have impacted their performance.

Special consideration ensures that learners who have a temporary illness, injury or indisposition at the time of the assessment are treated fairly. Examples include influenza, bereavement of a close family member, evacuation of the assessment venue, and disturbances during the assessment, such as a fire alarm or severe noise disturbance.

A learner cannot request an assessment review and appeal only on the basis of special consideration. There is a separate process for special considerations. Please contact SSERC for more information.

Assessment review and appeals fall into two categories:

Category A relates to the fairness of the assessment questions, tasks or process.

Category B: those relating to the marking outcome of an assessment.

In each case, Stage 1 deals with reviews and Stage 2 deals with appeals.

Category A – Reviews and Appeals relating to assessment tasks or processes

Stage 1 – Category A Reviews

A learner wishing to make a challenge relating to Category A should send a written request for a review (by e-mail or post) to the Assessment Standards Manager no **later than one week after the assessment date**.

Contact details:

Email: enquiries@sserc.scot (for the attention of the Assessment Standards Manager)

Post: Assessment Standards Manager

SSERC

1-3 Pitreavie Court

Dunfermline

KY11 8UU

The learner should identify the reasons for the review request and provide supporting evidence.

There is no charge for a Category A review.

On receipt of the review request, an acknowledgement will be sent to the learner within one week.

Consideration of the Review

- The Assessment Standards Manager will investigate the matter and communicate the outcome in writing to the learner. Wherever possible, this will be completed within one month of the date the review request was received.
- Where the outcome of this process indicates a failure in assessment processes that might affect other learners, SSERC will take steps to correct or mitigate the effect on them as far as possible and to ensure that such a failure does not occur again.

Stage 2 – Category A Appeals

- If the learner does not agree with the outcome of the review, they have the right to take the process to Stage 2, which would involve independent scrutiny of the case.
- Candidates must request an appeal by writing to the Assessment Standards Manager **within two weeks** of receiving the review outcome.
- There is a fee for Stage 2 appeals, which will be refunded if the appeal is successful.
- Stage 2 appeals do not re-investigate the circumstances of the original review. An appeal at Stage 2 will only be considered if the appellant can show that SSERC did not apply procedures consistently during the original investigation or that procedures were not followed properly and fairly.
- The outcome of a Stage 2 appeal will be communicated to the appellant within one month of the date the appeal was received.

Consideration of the Appeal

Appeals will be considered, and decisions are taken by individuals who have no personal interest in the decision(s) being appealed. Appeal decisions will only be made by persons with appropriate competence. At least one decision-maker involved in this process will be an individual who is not employed by SSERC, is not an assessor working for SSERC, and is not otherwise connected to SSERC.

Category B – Reviews and Appeals relating to the marking outcome of an assessment

Stage 1 – Category B Reviews

Learners requesting a review of their assessment under Category B must do so **within one week of the assessment result release date**.

Learners should complete the Review & Appeal Application Form giving a reason* for their request. The completed form should be sent (by e-mail or post) to the Assessment Standards Manager (enquiries@sserc.scot) together with the appropriate fee.

Upon receipt of the application form, an acknowledgement letter will be sent to the learner within one week.

SSERC will return the fee to the learner if the result is subsequently changed as a consequence of the review.

*Reasons such as illness or something that the candidate believes affected their performance during an assessment cannot be considered under this policy. If a candidate believes that their performance in an assessment has been affected, they must notify the Assessment Standards Manager (enquiries@sserc.scot) within two weeks of the assessment date, under the Special Considerations section of the Reasonable Adjustments Policy.

Consideration of the Review

The Assessment Standards Manager will investigate the review request, which will include:

- Review of the answers against the mark scheme by an assessor not involved in the original marking.
- Remark of any questions where the second assessor believes the original marks allocated were incorrect.
- The Assessment Standards Manager will communicate the outcome in writing to the learner. Wherever possible, this will be completed within eight weeks from the last date when the review request can be accepted.
- Where the outcome of this process indicates a failure in assessment processes that might affect other learners, SSERC will take steps to correct or mitigate the effect as far as possible and ensure that such a failure does not re-occur.

Stage 2 – Category B Appeals

- If the learner does not agree with the outcome of the review, they have the right to take the process to Stage 2, which would involve independent scrutiny of the case. Learners must request an appeal by writing to the Assessment Standards Manager **within two weeks** of receiving the review outcome. There is a fee for Stage 2 appeals, which will be refunded if the appeal is successful.
- Stage 2 appeals do not review the content of the learner's assessment. An appeal at Stage 2 will only be considered if the appellant can show that the SSERC did not apply procedures consistently during the original investigation or that procedures were not followed properly and fairly.

Stage 2 appeals will scrutinise the assessment processes and procedures to ensure they have been consistently followed.

- If the appeal is successful, SSERC will review the learner’s assessment; however, the original mark may be upheld. or, in exceptional circumstances, lowered.
- The outcome of a Stage 2 appeal will be communicated to the appellant within one month of the date the appeal was received wherever possible.

Consideration of the Appeal

Appeals will be considered and decisions taken by individuals who have no personal interest in the decision(s) being appealed. Appeal decisions will only be taken by persons with appropriate competence. At least one decision-maker involved in this process will be an individual who is not employed by SSERC, is not an assessor working for SSERC, and is not otherwise connected to SSERC.

Fees:

Category A Stage 1	No fee
Category A Stage 2	£125.00
Category B Stage 1	£52.00
Category B Stage 2	£125.00