

## Appeals

NOCN has produced the below infographic regarding appeals relating to the Extraordinary Regulatory Framework, for other appeals, please refer to the NOCN Appeals policy.

### Information and Guidance for Learners regarding Appeals for the Summer 2020 Assessments



#### *What are the grounds for an appeal?*

In line with other Awarding Organisations, NOCN is providing the right to appeal to learners. Please note that learners can only appeal regarding their belief that the correct process was not followed by their Centre or by NOCN in reaching their calculated result and **cannot appeal the calculated result itself**.

Learners should speak to their Centre if they think that they may have a reason to appeal. Centres can submit an appeal on your behalf to NOCN. You can also appeal directly to NOCN, if you wish to.

If a learner has concerns about bias, discrimination or something else that suggests that your Centre did not behave with care or integrity when determining your result, they should raise these first to their Centre in the first instance, however in some cases, it will be more appropriate to report these directly to NOCN.

Remember that if you appeal your result, it can go up, down or stay the same.

#### *Can I re-take my assessment?*

Many of our centres will be able to allow learners to re-take their assessments. If a learner wishes to re-take their assessment, they should discuss this with their Centre to see if this is possible.

#### *What are the charges for an appeal?*

Stage 1 - £40                      Stage 2 - £140

Fees must be paid before the appeal is reviewed and are non-refundable, unless the appeal is upheld.

#### *What is the appeal process?*

##### *Stage 1*

To appeal, a learner or a Centre must submit the details of their appeal to [assurance@nocn.org.uk](mailto:assurance@nocn.org.uk). If a learner's Centre is managed by One Awards, then the appeal must be sent to [quality@oneawards.org.uk](mailto:quality@oneawards.org.uk). The appellant must provide as much information as possible to support NOCN's review.

NOCN will acknowledge the appeal within **5 working days** and will confirm whether it is in or out of scope.

If in scope, the NOCN Quality Assurance Team will review the basis of the appeal and will provide a response to the appeal within **20 working days**.

The Quality Assurance Team will confirm the outcome of the appeal in writing to the Centre or learner.

##### *Stage 2*

If an appellant is not satisfied with the outcome of Stage 1, they can appeal to NOCN's Responsible Officer. Guidance on how to complete this will be provided to the appellant when the outcome of Stage 1 is communicated.

The Responsible Officer's decision will be the final decision by NOCN regarding the appeal.

#### *What if I'm not happy with the outcome of my appeal?*

If a learner is unhappy with the outcome of NOCN's appeals process, they can make a complaint directly to Ofqual.