



# CAMBRIDGE INTERNATIONAL COLLEGE

THE BRITISH INTERNATIONAL COLLEGE OF PROFESSIONAL MANAGEMENT

**Professional Study & Training for Successful Careers**

International HQ: Attique House, Route de Quennevais, St Brelade, Jersey JE3 8FP, Britain.

☎ + 44 1534 485485    @learn@cambridgetraining.com    🌐 cambridgecollege.co.uk

## **APPEALS POLICY and Procedures (including an Appeals Form)**

# APPEALS POLICY AND PROCEDURES

## POLICY STATEMENT

Cambridge International College has an Appeals Policy which derives from and compliments its Equal Opportunities Policy and Moderations Policy, designed to ensure that nobody is unfairly prejudiced or unfairly judged in the marking or assessment of their Examination Paper(s).

### 1. Assessments

1.1 Cambridge International College's aim is to provide a fair method of assessment based on equality of opportunity to all of its Members.

1.2 Assessors are familiar with Cambridge International College's Equal Opportunities Policy for Members and Moderations Policy, and regular quality assurance checks are made that Assessors act in accordance with the policies, as detailed in the College's Guidance for Assessors document.

1.3 The key point to highlight is that every Examination which is given a fail award by an Assessor is automatically and always double-checked (moderated and re-assessed) and undergoes a second assessment (marking). Thus, any Examination for which a fail mark/grade is released by Cambridge International College has always been double-checked.

1.4 Should a Member fail an Examination then a written/printed explanation is sent to the Member by post and/or email, explaining why that result was given, and giving advice on how to do better in future, and offering the opportunity to attempt a new and different Examination. Thus, reasons why the answers did not achieve a pass mark are always provided. Again, do note that every Examination result which is given a Fail has always been reviewed or moderated by either the Principal or Vice Principal personally, or an appointed moderating Assessor, in accordance with the College's Moderations Policy.

1.5 If a Member achieves a pass mark/grade but is still unhappy with his/her mark/grade, the Member may apply to sit a new and different Examination Paper, for which there is a charge. There is no guarantee that the Member will achieve a better mark or grade if a different Paper is attempted.

### 2. Appeals

2.1 In the rare event that an appeal is made, the standard first response is to explain that the Examination Paper has been marked by two Assessors and has passed through the College's official Moderation and checking system; and that the College has a very experienced set of Assessors, and a thorough, rigorous and accredited Examinations, Internal Moderation and Assessment Quality Control system; and to advise the Member to carefully read through the documentation and explanation he/she has received (as an appeal or complaint against a fail result tends to be an automatic and un-thought-out response). Appeals must be received within three months of the original award/grade/result date.

2.2 If a Member is insistent and convinced that he/she has a valid grievance, he/she should submit either an Appeals Form (see attached) or a letter by email or post outlining his/her grievance and/or reason for appeal. On receipt of that the Principal or Vice Principal or Head Assessor may decide to review the Examination Paper again (in effect, a third and final assessment) and provide additional comment upon the Examination Paper answers and the reason it was awarded a fail grade. Assuming that the appeal is not justifiable, the College will further explain that the College insists on maintaining its standards, and will not allow sub-standard Answers Papers to be given a pass grade. The College might offer, free-of-charge or at reduced fee, for the Member to answer a Training Test or Past Paper (in which an assessed paper is returned to the Member) so that he/she can see when the answers were good, poor or need improving.

2.3 Each complaint is handled on a case-by-case basis. But if the Member refuses to accept the original grade, or to accept advice given, or to accept any of the solutions or options provided by the College, then the College will stand by its decision and reserves the right to refuse to enter in to any further communication on the matter. The College will not reduce its standards or requirements to 'pass' a sub-standard Paper or Member. As stated in the Study & Training Guide supplied to all Members, the College reserves the final right not to enter into any communication concerning any result awarded.

**David S Lawson**  
**Director of Studies**

Last review date: June 2020

## APPEALS FORM

I, as an officially enrolled and registered Member of Cambridge International College, submit this Appeals Form in respect of the Examination(s) which I undertook recently, to:

The Chief Examiner, Cambridge International College, Attique House, St Brelade, Jersey JE3 8FP, Britain  
Tel: +44 (0)1534 485485 Email: [exams@cambridgetraining.com](mailto:exams@cambridgetraining.com)

The details of my appeal are as follows:

My name:	
My Membership Number:	
My Course of Study:	
Date of Result ( <i>Appeal must be made within 3 months of this date</i> ):	
Details of and reason(s) for Appeal:	
Date of Appeal:	
Appeal submitted by (post or email):	

I understand that all Fail results have already been moderated (checked and re-assessed) twice, and that despite my appeal, the College has the sole right and exclusive discretion on whether to either uphold or to amend the grade or mark originally given. I agree absolutely to accept the outcome of this appeal, and I agree that following the outcome of my appeal I will not enter in to any further communication on the matter unless otherwise directed to do so by the College.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

*(The College will NOT proceed with investigating the appeal unless this Form has been completed and signed in full.)*

### This section for the use of the College only:

Date appeal received/actioned:	
Original assessment (Assessor & date):	
Second assessment/moderation conducted by (Assessor & date):	
Appeal procedure conducted by:	
Appeal outcome/decision:	