



**GRIFFIN COLLEGE LONDON
(INTERNATIONAL EXAMINATION BOARD)**

**Enquiries and
Appeals for
Qualifications**

**The process and
how to apply**

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Introduction

Purpose

GCL aims to ensure that all of the following are fair, consistent and based on valid judgements:

- Examination results;
- Moderation of internally-marked assessments;
- Decisions concerning the withdrawal or suspension of centre/qualification approval;
- Outcomes of applications for access arrangements or special consideration.

This document explains the process that centres (and in some cases candidates) need to go through where either wish to question a decision made relating to any of the above. The document also includes the fees associated with each stage of the process.

By way of summary, there are three stages of enquiry or appeal depending on the nature of the relevant decision. These are:

- Enquiry – Stage 1
- Appeal – Stage 2
- Appeal – Stage 3 Awarding Body
- Independent Appeals Board – Stage 4

Stage 1 is only available for

- Examination results;
- Moderation of internally-marked assessments.

Review

This document is subject to regular revision, and maintained electronically. Electronic copies are version controlled. Printed copies are not subject to this control.

Part A : Stage 1 - Enquiries

Overview of the process

Purpose

Stage one is called an Enquiry. The Enquiry allows centres / Teachers (and in some cases candidates) to question the following decisions made by Griffin College London:

- examination results;

The Enquiry is not available for the following:

- decisions concerning the withdrawal or suspension of centre/qualification approval;
- decisions, penalties and sanctions resulting from a malpractice investigation; and
- outcomes of applications for access arrangements or special consideration.

For these decisions the Enquiries and Appeals process starts at Stage 2, the Appeal.

Process

Although there are different processes for the three types of decision, they all:

- involve completing the original process for a second time,
- are completed by a subject matter expert who was not involved in the original decision.

Applications

Candidates can only make an Enquiry about an examination result.

For the sections on Stage 1 Enquiries, the term 'applicant' refers to the centre / Teacher or candidate who sends in the application form.

Fees

The fees are based on the costs of carrying out the Enquiry and so are different for the different types of Enquiry and are detailed in Section 5 of this document. If the Enquiry identifies that Griffin College London made the wrong decision, there will be no charge.

Stage 1 - Enquiries

Additional information - examination results

Purpose

An enquiry about an examination result gives a candidate or centre the opportunity to question the result of an assessment marked by Griffin College London, if they believe the marking was inaccurate. It involves someone not involved in the original decision reviewing the assessment decisions and correcting any errors that are identified.

How to apply

In most cases, centres / Teachers will make applications for enquiries on behalf of candidates. However, in exceptional circumstances a candidate may also apply directly to Griffin College London. Where the centre / Teacher is making the enquiry, they must:

- get the consent of the candidate before making an application on his/ her behalf; and
- make the candidate aware that his/ her grades could be lowered as a result of the Enquiry.

For this section, the term 'applicant' refers to the centre / Teacher or candidate who sends in the application form.

The applicant must request the Enquiry as soon as possible after results are received but no later than 40 working days after the release of results. The sections below describe how to apply. Griffin College London will endeavour to resolve Enquiries quickly and efficiently in accordance with the timelines listed below.

Timeline

GCL will send an acknowledgement on receipt of the Form E1/E2 which will include when to expect the outcome of the Enquiry.

Deadline for applications	40 working days after release of results
Acknowledgment	2 working days after receipt of application
Written outcome	32 working days of the date of the acknowledgement

Forms

Please see below for details of which form to use:

Applicant	Form required
Centres	E1
Candidates	E2

Process

There are two types of Enquiry available depending on the type of examination:

- A clerical check is undertaken for Reading, Listening and Speaking examinations. GCL will manually check the candidate's answers against the responses held in the system. This will ensure that the candidate's answers have been correctly recorded. GCL will then check to ensure the correct grade was awarded.
- A review of marking is available for written examinations. GCL will first complete a clerical check, as described above. An examiner will then re-mark the script.

No special consideration can be applied as part of the Enquiry, even if the candidate experienced a disruption during the exam that was beyond their control.

Outcomes

There are three possible outcomes to an Enquiry:

- The examination result is upgraded (eg. the grade is changed from Fail to Pass). GCL will amend its records and send the resulting certificate (if any) to the centre
- The examination result is confirmed. Where a review of marking has been carried out, Griffin College London will provide a report on the candidate's performance which will include feedback on any questions where the candidate received less than half the marks available.
- The examination result is downgraded (eg. the grade is changed from Pass to Fail).

Griffin College London will send a notification with details of the outcome to the applicant. If the examination result is confirmed or downgraded, the notification will include information on how to appeal (Stage2).

Fees

Full details of the fees are listed

Examples

1. A centre requests an Enquiry about an examination result because the candidate was not given extra time for their examination. An Enquiry is not applicable as an Enquiry looks at the accuracy of the marking process, not circumstances of the examination. In these circumstances the centre must apply for access arrangements for the candidate and arrange a re-sit instead.
2. A centre is surprised when a candidate fails an exam as the candidate has consistently achieved high marks in practice tests. An enquiry is applicable in these circumstances. The application is not successful, but the feedback report helps the candidate prepare for his/her re-sit. The centre is charged for the Enquiry.
3. A candidate feels strongly that they should have passed an examination, so the centre requests an Enquiry on their behalf. An enquiry is applicable in these circumstances. Griffin College London finds an error in the marking and the candidate is awarded a Pass as a result. The centre is not charged for the Enquiry as it is successful and a certificate is issued to the centre for that candidate.

Part B :

Appeals

Stage 2 - Appeals

Overview – all appeals

Purpose

The purpose of an appeal is to identify if Griffin College London followed the correct processes, procedures and policies for any of the types of activities below. The appeal is usually a desk-based process and completed by Griffin College London, by people who were not involved in the original decision. They are not usually subject matter experts, but will be experts on all the relevant processes, procedures and policies. The same process is followed for every type of appeal.

Restrictions

Centres can appeal the outcome of an Enquiry, or one of the decisions listed below. Candidates can only appeal the outcome of an Enquiry about an examination result.

Types of Appeal

The table below describes the type of appeal, who can appeal and the form required for each type of appeal.

Type of Appeal	Who can appeal	Form
Outcome of an Enquiry examination results	centre, candidate	A1

How to apply

For this section 'appellant' refers to the centre or individual who requests the appeal.

The application form must include the reasons for the appeal and details of specific instances where the appellant believes that Griffin College London did not follow the correct procedures in reaching the original decision. Additional supporting documents can be included with the application and must be clearly referenced.

For appeals following a Stage 1 Enquiry, the application form must include details of how the

appellant believes that Griffin College London did not follow the correct processes, procedures and policy documents during the Enquiry stage.

If the application form does not include the required information it will be returned to the appellant, with details of what information is missing. A deadline will be given for this information to be included. The appellant must respond fully within this deadline or the appeal will not be heard.

Timeline

Deadline for applications	20 working days after of the date of notification of the decision
Acknowledgment	2 working days after receipt of completed application
Written outcome	25 working days from the date of the acknowledgement

Process

A manager (or a committee of managers) not involved in the original decision will review the application, supporting documents and any records relating to the original decision made by Griffin College London. All the information (including that provided by the appellant and records kept by Griffin College London) will be checked against the relevant procedures and policy documents to confirm the correct procedures have been followed.

Outcome

After a review of the appeal there are two possible outcomes:

- The appeal is upheld because none of the correct processes, procedures or policy documents were not followed. Griffin College London will send a letter of notification to the appellant which will include proposed remedial action (such as possible clarification of Griffin College London' procedures).
- The appeal is rejected because all of the correct processes, procedures and policy documents were followed. Griffin College London will send a letter of notification to the appellant which will include information about appealing to the Independent Appeals Board.

Fees

Full details of the fees are listed

Stage 2 - Appeals

Additional information – malpractice investigations

This section provides additional information on the following type of appeal -

Type of appeal	Who can appeal	Form
Malpractice - decision, penalty or sanction resulting from an investigation	centre, centre staff	A2

It is not possible to appeal the actual findings of a malpractice investigation, however an appeal can be made against the decision taken following the investigation. Only a centre can appeal a decision made due to a malpractice investigation where the malpractice arises from candidate actions. Former members of centre staff are also able to appeal a decision.

Decisions, penalties and sanctions

When the malpractice investigation has been completed, Griffin College London will confirm whether malpractice has taken place and if it has, what penalties or sanctions shall be applied. Some examples are described below.

Decision against	Example of penalties and sanctions
centre	Withdrawal of approval for specific qualifications for a set period of time
centre staff	Suspension from involvement in Griffin College London' examinations and/or assessments for a set period of time
candidate	Disqualification from a unit

Examples

1. A Griffin College London investigation finds that a member of staff has committed malpractice and a number of certificates are invalidated as a result. One of the candidates asks to appeal this decision. A candidate cannot appeal in this case and an appeal cannot be made against the invalidation of this individual candidate's certificate. The centre, however, could choose to appeal the decision to invalidate certificates.
2. Griffin College London asks a centre to complete a malpractice investigation and report its findings. Griffin College London accepts the findings and decides to suspend the centre's ability to certificate candidates for a qualification for a period of time. The Centre feels Griffin College London has not followed the correct process and appeals this decision. The centre includes clear reasons on the application form and therefore Griffin College London hears the appeal.

Stage 3 – Awarding Board

If the appellant is unhappy with the judgements made in the second level appeal, then they have the right to a second level of appeal. The second level appeal involves a review of the decisions made in the first appeal by an appeals panel which is convened by RSL which is the regulated awarding organisation working in partnership with Griffin College London. The panel will make a judgement about whether the decisions reached in the first level of appeal should be upheld.

Once the judgement had been made the appellant will receive written confirmation of the outcome from RSL.

Appeals must be delivered to the RSL head office for the attention of the Head of Quality Assurance, clearly marked as an appeal, no later than 14 days from the date of the previous decision

RSL will inform you within 28 days from the beginning of the second stage of the process whether the appeal is successful.

If no response to the appeal decision is received within 28 days of the decision being communicated to the appellant, Griffin College will close the appeal and no further correspondence will be entered into.

If the appellant is unhappy with the decisions, they may take their appeal to fourth level which consists of a review by an independent representative, assigned by RSL, who has no direct involvement with Griffin College London. The decision of the independent representative will be reviewed by the RSL Quality Committee and a final decision taken.

Appeals must be delivered to the RSL head office for the attention of the Head of Quality Assurance, clearly marked as an appeal, no later than 14 days from the date of the previous decision. The decision of the RSL Quality Committee is final.

We will inform you within 28 days from the beginning of the third stage of the process whether the appeal is successful. .

If no response to the appeal decision is received within 28 days of the decision being communicated to the appellant, RSL will close the appeal and no further correspondence will be entered into.

Fees

Full details of the fees are listed

Stage 4 : Independent Appeals Board

Purpose

The purpose of the Independent Appeal Board is to identify if Griffin College London followed the correct processes, procedures and policies for any of the types of activities below. The Board evaluates the evidence by holding a hearing.

The Independent Appeals Board exists to ensure that there is an independent avenue of appeal for when the appellant is not satisfied with the outcome following the Stage 2 Appeal. It is comprised of two members from the Griffin College London Quality and Standards Committee, and an additional independent representative from another awarding organisation.

The Independent Appeals Board is the final avenue of appeals for a candidate and/or a centre and its decisions are final.

Types of Appeal

The table below describes the type of appeal, who can appeal and the form required –

Type of Appeal	Who can appeal	Form
Outcome of an Enquiry examination results	Centre, candidate	IAB
Malpractice - decision, penalty or sanction resulting from an investigation	Centre, Centre staff	IAB

How to apply

For this section 'appellant' refers to the centre, individual who requests the appeal.

The application form for the Independent Appeals Board must contain clear reasoning as to:

- the reasons for which the appellant considers that Griffin College London did not follow the required procedures, and
- their rationale for escalating to this stage of appeal.

If the application form does not include the required information, it will be returned to the appellant, with details of what information is missing. A deadline will be given for this information to be included. The appellant must respond fully within this deadline, or the appeal will not be heard.

Timeline

Deadline for applications	15 working days after the outcome of the appeal
Acknowledgment	2 working days after receipt of completed application
Hearing	45 working days from acknowledgement
Written outcome	5 working days after the hearing

Before the hearing

The clerk of the Quality and Standards Committee will review the application and ascertain whether there is enough information for the appeal to go to the Independent Appeals Board. The appellant will be notified in writing if further information is required.

If the appeal goes to the Independent Appeals Board, the clerk will send an acknowledgement letter upon receipt of the appeal and make arrangements for payment of the appropriate fee. The clerk will request full documentation of any actions taken in the case and any additional evidence from both parties. Once the confirmation of the appeal is received, there must be no further communication or correspondence between the appellant and Griffin College London regarding the appeal.

The Independent Appeals Board is not a court of law and appellants do not require legal representation. If either party wishes to be accompanied by a lawyer, the other party and the Independent Appeals Board should be informed at least one week prior so that they too may have the opportunity to seek legal advice or representation. A hearing will then be arranged at the earliest convenient date.

Purpose of the hearing

When the Independent Appeals Board meets, it will consider the information provided by both parties and establish whether all processes, procedures and policy documents have been correctly followed. The Independent Appeals Board will draw upon the evidence from the Stage 2 Appeal and will request any further information from the centre, candidate or Griffin College London staff as required.

The Independent Appeals Board will consider whether Griffin College London has followed the relevant processes, procedures, and policy documents correctly and whether it has applied them properly and fairly in arriving at judgements. It will not:

- re-mark a candidate's work,
- grant /remove centre or qualification approval,
- change the registration/certification status for a qualification,
- change a decision/penalty/sanction imposed on a centre, member of centre staff or candidate.

Attending the hearing

The Independent Appeals Board requires personal representation from both parties in order to hear the appeal. It will require the name, status and/or the interest of the representatives and witnesses, who will attend the hearing. This is normally not more than three in all, per party.

The opportunity to question representatives from both parties is an important part of the Independent Appeals Board hearing and it is for this reason that they insist they be actually present at the hearing.

Outcome of the hearing

There are two possible outcomes of the hearing:

- If the Independent Appeals Board finds that the appropriate processes, procedures and policy documents have been followed and confirms the decision of the appeal, the appeal will be rejected and Griffin College London will notify the appellant.
- If the Independent Appeals Board finds that any one of the appropriate processes, procedures or policy documents has not been followed, the appeal will be upheld. The Independent Appeals Board will recommend appropriate actions to Griffin College London for its consideration.

Griffin College London will notify the appellant.

The decision of the Independent Appeals Board is the final stage of the Griffin College London appeals process. If the appellant is not satisfied with the outcome of the appeal, he/ she should contact the relevant regulator, information on how to do this will be included in the outcome letter.

Fees

Full details of the fees are listed

Fees

A fee to cover administration costs will be charged at each stage of the process.

For enquiries and appeals made by a candidate, the candidate must send a cheque (made payable to Griffin College London) for the correct fee with their completed application form. Where the outcome of the enquiry or appeal is in favour of the candidate, Griffin College London will return the cheque to the candidate.

For enquiries and appeals made by the centre, Griffin College London will invoice the centre for the correct fee. Where the outcome of the enquiry or appeal is in favour of the centre, Griffin College London will refund the fee or issue a credit note.

The full range of fees are listed below:

Stage 1 Enquiries

- £15 Examination results - clerical check
- £50 Examination results - review of marking
- £200 Moderation of internally marked assessments

Stage 2 Appeals

- £25 Appeal against a Griffin College London decision regarding an application for access arrangements or special consideration
- £100 All other appeals

Stage 3 Appeals

- £25 Appeal against a Griffin College London decision regarding an application for access arrangements or special consideration
- £100 All other appeals

Stage 4 Independent Appeals Board

- £50 Appeal against a Griffin College London decision regarding an application for access arrangements or special consideration
- £150 All other appeals

Contact details

Applications

Candidates

Applications from candidates must be sent in the post:

Griffin College London
Unit 1, Durbar
Industrial Estate,
Durbar Avenue,
Coventry, CV6 5QF

For more detailed information on where to send applications, please refer to the relevant application form.

General Enquiries

 [E: admin@griffincollege.org.uk](mailto:admin@griffincollege.org.uk)

  [T: +44\(0\)2477113598](tel:+44(0)2477113598)

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Summary of forms and timelines

Forms for each stage

Type	Who can apply	Forms		
		Stage 1	Stage 2	Stage 3
Examination results	centre, candidate	E1 / E2	A1	IAB
Moderation	centre	E4	A2	IAB
Malpractice	centre, centre staff	N/A	A2	IAB

Overview of timelines for Enquiries and Appeals

Deadlines for applications for each type of Enquiry and Appeal are shown below, in working days¹:

Type	Stage 1	Stage 2	Stage 3
Examination results	40	20	15
Moderation	40	20	15
Malpractice	N/A	20	15

The number of working days it takes to complete each part of the process is shown below:

Part of the process	Stage 1	Stage 2	Stage 3	Stage 4	The number of working days is counted from
Acknowledgment	2	2	2	2	receipt of completed application
Hearing	N/A	N/A	45	45	when acknowledgement is sent
Written outcome	32	25	5	5	when acknowledgement is sent or after the hearing ²

Glossary

Appellant	An <i>appellant</i> is the person or organisation appealing against a Griffin College London decision. The appellant could be - <ul style="list-style-type: none"> ▪ a <i>candidate</i>, ▪ a <i>centre</i> acting on behalf of a <i>candidate</i> seeking to appeal, ▪ a centre or ▪ a <i>former centre</i>.
Applicant	An <i>applicant</i> is the person or organisation who sends in the application form for an Enquiry. The applicant could be - <ul style="list-style-type: none"> ▪ a <i>candidate</i>, ▪ a <i>centre</i> acting on behalf of a <i>candidate</i>, ▪ a centre.
Candidate	A <i>candidate</i> is an individual who is registered with Griffin College London and working towards a full or part qualification at a <i>centre</i> .
Centre	A <i>centre</i> is an organisation approved by Griffin College London to offer assessments leading to Griffin College London qualifications.
Examination	An <i>examination</i> is any externally marked component of a qualification.
Moderation	<i>Moderation</i> is a process for monitoring assessments marked by centres. It involves Griffin College London re-marking a sample of candidates' work to establish whether the centre has applied the assessment criteria correctly.
Qualification status	A <i>qualification status</i> (for each Griffin College London qualification delivered by an International centre) is determined by Griffin College London as part of the external verification process.
Quality and Standards Committee	The <i>Quality and Standards Committee</i> is the independent committee appointed to oversee the standards and quality of Griffin College London qualifications and assist in maintaining public confidence in the currency and credibility of Griffin College London' assessments and qualifications.
Script	A candidate's written response to the examination.
Working day	A <i>working day</i> is any day other than Saturday or Sunday or a statutory holiday in the United Kingdom or the country of that centre.