



ITEC Enquiries and Appeals Procedure for VRQs

ITEC Enquiries and Appeals Procedure for VRQs

The enquiries and appeals procedure should be used for any disagreement regarding ITEC assessment decisions for theory, practical and case studies.

First stage of the ITEC enquiries and appeals procedure

1. Centres should submit their Candidate's appeal in writing to ITEC Head office for the attention of the appeals department within 30 working days of receipt of their ITEC examination results.
2. The enquiries/appeals must come with supporting evidence from the head of the centre/department after detailed discussion with the appropriate lecturers.
3. The candidate/college must also enclose the fee in order to action the enquiries and appeals procedure.
4. ITEC will respond to enquiries and appeals within 30 working days of receipt of the appeal.
5. Where the enquiry/appeal is regarding a theory mark or case studies, the paper/case studies will be re-marked.
6. If it is an enquiry/appeal against a practical examiner's decision, a detailed report will be produced by the first examiner that will be reviewed by an ITEC Chief Examiner to ascertain whether moderation is necessary.
7. If ITEC finds the assessment decision to be correct it will set out its reasons in writing with supporting evidence.
8. If the assessment decision is proved to be incorrect and the result is uplifted, ITEC will issue the new result and diploma and will return the candidate's fee for the enquiry/appeal.
9. If other assessment decisions may be affected by the result of such an enquiry/appeal, all similar results will be recalled and reviewed in the same way.

Second stage of the ITEC enquiries and appeals procedure

If the college/candidate is not satisfied with the result of ITEC's review of the enquiry/appeal, it should write to ITEC within 30 working days of receiving the review requesting a re-examination. The appropriate payment must be enclosed for the part of the examination to be retaken as set out within the ITEC Schedule of Fees.

THEORY RE-EXAMINATION

ITEC will provide a theory examination paper for a date to be requested by the college to be invigilated by the college under the standard ITEC theory examination regulations and procedures.

This paper will be marked by a different marker to those involved in the original appeal/enquiry. The appropriate payment must be enclosed for the part of the examination to be re-taken as set out in the ITEC Schedule of Fees.

If the candidate's result changes from Refer to Pass or from Pass to Credit or Credit to Distinction the payment will be refunded.

If other assessment decisions may be affected by the result of such an appeal, all similar results will be recalled and reviewed in the same way.

PRACTICAL RE-EXAMINATION

As soon as possible the candidate will be re-examined at a practical examination at her/his own college, or an alternative college (where available) as agreed with ITEC. Wherever possible a different practical examiner will conduct the examination.

The examination grade will then be reviewed by a member of the ITEC Council. If the new grade is higher than the previous grade, to the extent that the candidate's result changes from Refer to Pass or from Pass to Credit or Credit to Distinction the payment will be refunded.

If other assessment decisions may be affected by the result of such an appeal, all similar results will be recalled and reviewed in the same way.

CASE STUDY RE-EXAMINATION

As soon as is possible the case studies will be reviewed by a member of the ITEC Council. If the result changes to a pass grade the reassessment fee will be refunded. If the result remains the same the college/centre will be informed in writing of any additional information required to uplift the case studies to a pass grade.

If other assessment decisions may be affected by the result of such an appeal, all similar results will be recalled and reviewed in the same way.

Note:

All requests for review must be in writing on official letterhead and signed by a Principal or official of the College. **Telephone requests will not be accepted.**

RESITS

Please note that the resit procedure is available to candidates who have been referred in an examination but for whom there is no dispute over the grade.

This may be the best course to adopt for many candidates who do not succeed in an examination in whole or part. For details see Exam Bookings.

Third stage of enquiries and appeals against results

If candidates are unhappy with the outcome of the second stage of the enquiry/appeal they have 30 days to take it to the 3rd and final stage.

1. Candidates should resubmit their enquiry/appeal in writing to ITEC head office for the attention of the appeals department within 30 working days from receipt of the Stage 2 enquiry/appeal.
2. The enquiry/appeal should come with supporting evidence from the head of the college/department.
3. The candidate must also enclose the fee in order to action the 3rd stage of the enquiries and appeals procedure.
4. ITEC will respond to the enquiry/appeal within 30 working days from receipt of the request.
5. The enquiry/appeal will be reviewed by the full ITEC Council and one independent person who has no other connection with ITEC and has not worked for them within the past 7 years. The enquiries and appeals process will focus on whether ITEC used procedures in accordance with the 'common accord' and whether ITEC applied procedures properly and fairly in arriving at its decision. If the panel still finds the assessment decision to be correct it will set out its reasons in writing with supporting evidence.
6. If the assessment decision is proved to be incorrect and the result is uplifted, ITEC will issue the new results and Diploma and will return the candidate's fee for the appeal.
7. If other assessment decisions may be affected by the result of such an appeal, all similar results will be recalled and reviewed in the same way.

ENQUIRIES AND APPEALS AGAINST MALPRACTICE

If a college/candidate has any grievance regarding the result of a malpractice investigation the head of department should write to the Director of ITEC within 20 working days from receipt of the result of the malpractice investigation setting out their reasons for enquiry/appeal.

Similarly if an ITEC member of staff has any grievance regarding the result of a malpractice investigation he/she should write to the Director of ITEC within 20 working days from receipt of the result of the malpractice investigation setting out his/her reasons for enquiry/appeal.

Any supporting evidence must also be enclosed.

ITEC will respond within 30 working days having reviewed the enquiry/appeal internally within the ITEC Council, the external body who handled the malpractice case and in addition ITEC will invite one impartial person with no connection to ITEC or the college/candidate/member of staff to give their opinion on the enquiry/appeal.

ITEC will respond within 30 working days outlining the outcome of the enquiry/appeal setting out its reasons for rejecting the enquiry/appeal or, in the case where it feels that the enquiry/appeal has substance, setting out its proposals to rectify the situation as far as reasonably possible.