

REC PROFESSIONALS ACCREDITED CENTRE

Policy Document:

[Formal Appeals Policy](#)

Dated: June 2020

The REC Professionals Accredited Centre (known as REC Professionals Centre) role is to successfully deliver qualifications certificated by REC's Awarding Organisation (RECAO).

As part of our commitment to quality standards and therefore protecting our learners, RECAO ensures that any regulatory requirements imposed upon us are met. REC Professionals' policies are integral to our approach and articulate in a consistent way how we meet our regulatory requirements. These are reviewed annually to ensure they remain fit for purpose.

Formal Appeals Policy

Regulatory Requirements – General Conditions of Recognition: Condition I

This section explains grounds for appeal, how to apply and the appeals process. Appeals may relate to:

- Access arrangements (including exemptions), Reasonable Adjustments and Special Consideration.
- Irregularities in the conduct of assessment.
- Malpractice or maladministration decisions.
- Following a re-mark.

The appeals procedure is intended to consider circumstances that materially affect a candidate's performance in an assessment when all other available routes for enquiries have been exhausted.

There are three grounds for appeal:

- REC Professionals Centre has used procedures which are not consistent with the regulatory criteria.
- REC Professionals Centre has not applied procedures properly and fairly in arriving at judgements.
- REC Professionals Centre has disadvantaged candidates or centres by a failure to apply the correct procedure.

The following are not accepted as grounds for an appeal:

- Claims of being unaware of or not understanding REC Professionals Centre rules and regulations.
- Requests for further review of marking.

Application

The candidate should appeal in writing to the REC Professionals Centre (REC, Dorset House 1st Floor, 27-45 Stamford Street London, SE1 9NT) or by email to qualifications@rec.uk.com.

The appeal must be lodged within two weeks of the outcome of the result enquiry or other relevant awarding body decision being reported.

The information required (as applicable) is:

- Candidate name.
- Candidate number.
- Unit title.
- The address to which correspondence should be sent and details of preferred method of communication (if appropriate).
- An explanation of the grounds for appeal request with supporting evidence.

Payment (see below) by credit/debit card, BACS or cheques made payable to the REC to cover the administration of the appeal. Please be assured that all appeal fees will be refunded if an appeal is upheld.

The REC Professionals Centre will pass the appeal on to the RECAO who will send a written acknowledgement of receipt of the application within five working days and advise on timescales.

Appeal fees per unit per individual

- Stage 1 £75
- Stage 2 £150
- Independent Review £300

Appeal Stages

Stage 1

Learners must follow the Complaints Procedure in the first instance.

If the candidate remains dissatisfied after Stage 1, they may proceed to Stage 2. In order to achieve this, they should apply in writing within 10 working days of the issue of the outcome of the Stage 1.

Stage 2

A Stage 2 Appeal against the learning delivery will involve the review of the case by the Head of Compliance, Customer Service and Awarding Organisation at the REC, who has had no previous involvement and has appropriate expertise. The investigation will not be concerned with making judgements about a candidate's study and does not include further re-marking of coursework. However, this may be arranged if the investigation finds that procedures have not been followed satisfactorily.

Outcome

The outcome of the review will be reported in writing to the REC Professionals Centre Manager or candidate within 20 working days of the Stage 2 Appeal request being received.

In the event that the Stage 2 Appeal finds in favour of the candidate, the REC Professionals Centre would refund any fees (as appropriate) and take steps to protect the interests of all candidates and the integrity of the qualification. This will involve identification of any other learners who have been affected by the failure and correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure, and ensure that the failure does not recur in the future.

The REC Professionals Centre will send a written acknowledgement of receipt of the application within five working days and an indication of the period within which the appeal will be heard.

The investigation will focus on whether the REC Professionals Centre has:

- used procedures which are consistent with the regulatory criteria,
- has applied the procedures properly and fairly in arriving at judgements,
- has disadvantaged candidates by a failure to apply the correct procedure.

The REC Professionals Centre will notify the candidate of the result of the Stage 2 Appeal within 20 working days of the appeal request being received as above.

Stage 3

If the learner is still dissatisfied with the outcome of the appeals, they may contact the RECAO via their Formal Appeals Policy found at: <https://www.rec.uk.com/about-the-rec/awarding-organisation/information-centres>

Monitoring and Review

Use of this policy will be monitored and reviewed annually to ensure the policy and its approach remains fit for purpose.