



## National Electrotechnical Training (NET)

### Exam Results Appeal Policy

By the industry, for the industry





## Document History

### Version History

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## About NET

National Electrotechnical Training (NET) is an independent charity (Registered charity number: 1068863), which exists to provide occupational competence assessments in support of the industry recognised qualifications utilised by the electrical installation, electrical maintenance and electrical engineering industries throughout the UK.

More information about NET and its activities can be found on our website, [www.netservices.org.uk](http://www.netservices.org.uk)

## Equal Opportunities

NET fully supports the principle of equal opportunities and is committed to it in all our activities and published material. A copy of our equal opportunities policy statement is available on the website.

## General Information

NET aims to ensure that all of its assessments and their results are fair, consistent and based on valid judgements. However, we recognise that there will be occasions when an assessment centre or candidate would wish to question the circumstances or outcome of their AM2 assessment.

Candidates with grounds to query their AM2 results are asked to lodge a formal appeal within 3 months of the original assessment date.

Appeals will be considered if there are valid reasons in either of the following circumstances:

- **Assessment related** – for example, related to the final result, marking decisions or special circumstances affecting the candidate's performance i.e. illness during the assessment
- **Centre related** – staff or operations; for example, discrimination, impropriety or mismanagement on the part of the assessment centre staff; poor conditions, or questionable practices at the assessment centre

Please note that valid centre-related appeals will constitute grounds for a formal investigation by NET into the centre where the assessment took place. The decision to appeal should only be taken in cases where candidates believe they can show that there was a breach of proper assessment practice or conditions.

## Overview of the NET Appeals Process

All candidates wishing to lodge an appeal should, in the first instance, contact the AM2 centre where they undertook their assessment, to establish whether the centre can resolve any questions or concerns. Evidence of this contact is required before NET will take the matter further.



If a satisfactory outcome has not been achieved during discussions with the AM2 centre, candidates wishing to appeal should visit the 'Candidate' area of the NET web site [www.netservices.org.uk](http://www.netservices.org.uk)

NET is committed to resolving any valid appeals fairly and quickly. In most cases, this is best done when the appeal is lodged as soon as possible after the assessment or, in the event of a centre related appeal, as soon as the circumstances have been established.

There may be exceptional circumstances when it is not possible for NET to reach a decision within the timescale specified below. In such cases, the appellant will be notified and kept informed of progress.

There are three possible levels at which an appeal can be made:

- Initial Appeal – Stage 1
- NET Appeals Board – Stage 2
  - (Note that a deposit, repayable in the event of an appeal being upheld, applies to this Stage. For details, see page 6)
- Independent Appeals Board – Stage 3

The responsible AM2 centre invokes **Assessment related** appeals if an informal resolution cannot be achieved. NET is provided with the candidate's assessment script, checks the responses, reviews the answers and provides a report on the candidate's performance. It should be noted that, on review, assessment results may decrease as well as increase.

For **Centre related** appeals, candidates must complete the appeal form on the NET web site. This will be sent directly to NET. NET will review the evidence provided by the candidate and carry out a thorough investigation with the AM2 centre.

If the appellant is not satisfied with the outcome of the Initial Appeal (Stage 1), they may further appeal to the NET Appeals Board (Stage 2), at which stage a deposit of £50 will be required. The Appeals Board will carry out an investigation to establish whether all necessary procedures have been correctly followed.

Our aim is to resolve all enquiries/appeals internally. However if the candidate or centre is not satisfied with the outcome of the NET Appeals Board, they have the right to refer the appeal to the Independent Appeals Board (Stage 3).

The Independent Appeals Board offers an independent service, and will, review only the processes involved in the Stage 1 and Stage 2 appeal.

## Appeals Investigation Procedure

### Initial Appeal (Stage 1)

An application to review an examination result must be received by the relevant AM2 centre within **60 working days** of the date of notification of the result.

#### What Happens Next?

- NET will send an acknowledgement email on receipt of the appeal notification ??? (SP)
- For appeals regarding section D (multiple choice) – NET will check the candidate's completed answers against the responses held in our system. This will ensure the computer correctly picked up and recorded what the candidate marked
- NET will then check to ensure the correct grade was awarded
- For appeals regarding sections A, B, C - NET will check the examiner's completed answer booklet to ensure the marks recorded for each question have been allocated and totalled correctly
- NET will then review the candidate's answers and provide a report on the candidate's performance
- NET will notify the appellant of the outcome within **30 working days** of receipt of the request

#### Outcomes

If the decision is to alter the assessment result, the centre/candidate will be sent a letter of notification. Where appropriate, replacement documentation will be issued.

Information about how a further appeal can be made to the NET Group Appeals Board (Stage 2) will also be sent.

### NET Appeals Board (Stage 2)

Making a stage 2 Appeal requires a £50 deposit, refundable in the event of a finding in favour of the candidate. **Payment should be included with the application in the form of a cheque or postal order made out in favour of National Electrotechnical Training.** A further appeal to the NET Appeals Board must be received in writing within **10 working days** of notification of the outcome of the Initial Appeal.

The NET Appeals Board comprises the following members:

- the Chairman or Chief Executive of NET, or their nominated representative
- a member of the NET board
- an independent representative with appropriate experience



The NET Appeals Board will carry out a review only when the appeal has been through the Initial Appeal process.

The NET Appeals Board considers only the validity of the process carried out at the Initial Appeal stage. It will decide whether the correct procedures were followed during the enquiry and whether they were applied properly and fairly in arriving at the judgement given.

**The NET Group Appeals process is not concerned with making judgements about candidates' work. It is not authorised to re-mark candidates' work, nor can it change grades or marks previously issued.**

If it finds the correct procedures were not followed in the Initial Appeal, it will be referred back for remedial action.

### What Happens Next?

- The NET Appeals Board will send an acknowledgement letter on receipt of the appeal
- The NET Appeals Board will consider the information provided and establish whether all procedures have been correctly followed. They may make further enquiries to elicit information from the candidate or centre examiners or staff as necessary
- The NET Appeals Board will notify the appellant of the outcome within **25 working days** of the date of the acknowledgement letter

### Outcomes

If the NET Group Appeals Board finds that the appropriate procedures have not been followed, it will inform the appellant and refer the decision back to those responsible for the Initial Appeal with a request for remedial action. In this instance, the £50 deposit will be refunded by NET.

If the decision upholds the findings of the Initial Appeal, the centre/candidate will be sent a letter of notification and information about further options. The £50 deposit will not be refunded in this instance.

### Independent Appeals Board (Stage 3)

An appeal to the Independent Appeals Board must be received within **15 working days** of the notification of the NET Appeals Board appeal (Stage 2). There is no further charge to lodge a Stage 3 Appeal.

The Independent Appeals Board exists to ensure that; in the very few cases where disputes cannot be resolved between centres or candidates and NET, there is a fully independent avenue of appeal. The Independent Appeals Board has three members:

- the SummitSkills external verifier for NET (chair)
- a representative from the awarding body EAL
- a representative from the awarding body City and Guilds

If a centre or candidate is not satisfied with the outcome following the NET Appeals Board (Stage 2), they may appeal to the Independent Appeals Board. The Independent Appeals Board will hear an appeal only when the Stage 2 Appeal has been completed.

Any application to the Independent Appeals Board must contain sound reason why the appellant considers that NET did not follow due process, and for escalating the appeal for independent consideration. The reasons must be set out clearly and comprehensively on the application form.

The decision as to whether there is proper cause to proceed with the appeal will rest with the chair. The Independent Appeals Board reviews only the process, and will draw upon the facts presented at Stage 1 and Stage 2. Consideration will be given to whether NET has used procedures which are consistent (with regulatory authorities' Code of Practice, where relevant) and whether it has applied them properly and fairly in arriving at judgements.

**The Independent Appeals Board is not concerned with making judgements about candidates' work. It is not authorised to remark candidates' work, nor can it change grades or marks issued by NET.**

If it finds the correct procedures were not followed, it has powers to direct NET to reconsider a case and may offer recommendations.

The Independent Appeals Board is the final avenue of appeal for centres and candidates and its decisions are therefore final.

### What Happens Next?

- The chair of the Independent Appeals Board will review the application and ascertain whether there is due cause for it to go to the Independent Appeals Board. The appellant will be notified in writing if the application does not go forward
- The Independent Appeals Board will send an acknowledgement letter on receipt of the application
- The Independent Appeals Board will request from both parties full documentation on action taken in the case, together with any further submissions
- Once the acknowledgement of the Stage 3 appeal is received, then there will be no further communication or correspondence between the centre/candidate and NET regarding the appeal until the board has reached its conclusion
- When the Independent Appeals Board convenes, they will consider the information provided and establish whether all procedures have been correctly followed. They will make further enquiries for information from the candidate or centre, examiners or staff as necessary
- A hearing will be arranged at the earliest possible date. The Independent Appeals Board will not hear an appeal in the absence of personal representation of both parties to the appeal. It will require the names and status and/or interest of the representatives and witnesses (totalling no more than three per party) who will attend the hearing



- The opportunity to question the representatives of the two sides is an important part of the Independent Appeals Board hearing and the attendance of relevant witnesses will be required
- It is important to note that the Independent Appeals Board is not a court of law and appellants should not usually require legal representation. However, if any party to the hearing wishes to be accompanied by a legal representative, the Independent Appeals Board should be informed at least one week in advance of the hearing to allow other parties to be informed and take advice on their own position
- Following the hearing, the Independent Appeals Board will notify the appellant within **5 working days** of their decision

### Outcomes

If the Independent Appeals Board finds in favour of the appellant it will inform the appellant and refer the appeal back with recommend remedial action to the NET Group Appeals Board. The £50 deposit (paid at Stage 2) will be refunded by NET.

If the decision confirms the findings of previous stages in the appeals process, the centre/candidate will be sent a letter of notification, and the £50 fee (paid at Stage 2) will not be refunded by NET.

The decision of the Independent Appeals Board is final and binding.