

## Internal Appeals Procedure for Centres Offering MTB Exams

### Introduction

This policy is aimed at our learners, who are enrolled on or have taken an MTB Exams Ofqual regulated approved qualification. It sets out the process you should follow when submitting appeals to us and the process we will follow when responding to enquiries and appeals. The term 'centre' as used in this policy should be taken to mean and apply to MTB registered centres.

It is also for use by us to ensure we deal with all complaints in a consistent manner.

### Centre's responsibility

If an individual wishes to appeal against a decision taken by our centre, they must first of all try to resolve the issue directly with us before bringing the matter to MTB Exams. This document aligns to the timescales of the MTB Exams Appeals Policy to enable learners to have time to appeal directly to MTB Exams should they fail to resolve the issue through the Centre.

### Fees

We will let you know in advance if we intend to charge you a fee to cover the administrative and personnel costs involved in dealing with appeals.

### Areas covered by the policy

- Appeals from learners in relation to an assessment decision on the basis that we did not apply procedures consistently or that procedures were not followed properly and fairly
- Appeals from learners concerning our centre's decision to administer an MTB Exams qualification
- Appeals from learners relating to our centre's decision to decline a learner's request to apply for reasonable adjustments or special considerations
- Appeals from learners, that personal bias by a teacher has affected the

submission or result

- Appeals from learners in relation to the application by our centre of a sanction/action on a learner resulting from a report or an investigation into malpractice or maladministration
- Appeals from learners relating to a decision made by our centre following an investigation into a complaint
- Appeals if you believe we have not applied our procedures consistently or that procedures were not followed properly, consistently and fairly

### **Process for raising an appeal**

You have 10 working days from the date we notified you of the decision you are appealing against in which to lodge an appeal against our decision.

If you want to appeal an exam result, please do this via and with the support of our centre if possible but please be aware that results can go down as well as up as a result of an appeal.

Learners who wish to appeal any other type of decision by our centre relating to MTB Exams, should either be supported by our centre or should have tried to resolve the issue with or through the centre before appealing to MTB Exams. In the latter case, learners must provide MTB Exams with evidence that they have first appealed to our centre. It's expected that learners will only appeal directly to MTB Exams in exceptional circumstances.

Our centre will contact MTB Exams in order to submit an Appeal on behalf of a learner and or the centre and in doing so supply supporting information such as the following where relevant:

- learner's name and MTB Exams registration number
- date(s) you or the learner received notification of MTB Exams' decision
- title and number of the MTB Exams qualification affected or nature of service affected (if appropriate)
- full nature of the appeal
- contents and outcome of any investigation carried out by our centre relating to the issue

### **Initial review of the appeal details**

Upon receipt of all appeals from learners we will acknowledge receipt of the appeal within 3 working days and aim to respond fully to the initial review of the potential appeal within 5 working days. Please note that in some cases the review processes

may take longer. In such instances, we'll contact all parties concerned to inform them of the likely revised timescale to ensure learners are able to escalate the appeal in line with the MTB Exams Appeal Policy.

Appeals will usually be passed to the Head of our centre (or the Teacher in the case that I am an Individual Music Teacher) to investigate. Where possible we will ensure that personnel assigned to the appeal investigation have the appropriate level of training and competence and they have had no previous involvement or personal interest in the matter.

Following the review of the appeal we will write to or email the appellant with details of our decision to either:

1. amend our original decision in light of the new rationale/evidence being put forward and which has now been reviewed.
2. to confirm we stand by our original decision and in doing so the rationale for this decision.

### **Successful appeals**

In situations where an appeal has been successful, we will give due consideration to the outcome and will as appropriate take actions such as:

- amend our records.
- identify any other learners who have been affected or, where it cannot be corrected, mitigate as far as possible the effect of the failure.
- review our associated processes and policies to ensure that the 'failure' does not occur again or mitigate the situation as far as possible if the failure that occurred cannot be corrected.

We will also cooperate with any follow-up investigations required by MTB Exams and if appropriate agree any remedial action with them.

### **Contact us**

If you have any queries about the contents of the policy or if you need to contact the MTB Exams admin team, you can view the appropriate regional contact details on our 'Contact' page on the relevant MTB regional site. MTB can be contacted by email or phone.