



Academic Appeals Policy and Procedure (for qualifications awarded by Pearson)

Policy

A) Right to Appeal

This policy applies to all students taking Pearson vocational qualifications, National Vocational Qualifications (NVQs), Scottish Vocational Qualifications (SVQs) and Pearson Self-Regulated Framework qualifications)

B) Grounds for appeal

An appeal can be made when:

A student considers that a centre decision continues to disadvantage them even after the outcome of the centre's internal appeals procedure (e.g. a decision concerning assessment outcomes or reasonable adjustments).

Procedure for Academic Appeals

Pearson expects most enquiries or appeals from individual students to be resolved within the College and will only consider an individual student's enquiry or appeal after the College's internal enquiries or appeals procedures have been fully utilised.

Students in OSAC International College will have to refer to the College's Academic Appeals Policy and Procedure to find out how they can submit an appeal to the College.

However, if the student considers the College's internal enquiries or appeals policy to have failed to produce a satisfactory outcome, they are advised to make an enquiry or appeal, in writing, to the Pearson Vocational Quality Standards team. The team can be contacted on vocationalqualitystandards@pearson.com.

Evidence of the centre's appeal procedure having been utilised must be provided.

C) Summary of procedure:

1. Students who wish to enquire about or appeal against the College's decision which they feel has disadvantaged them should send an email to vocationalqualitystandards@pearson.com within 14 calendar days of being notified of the outcome of OSAC's internal appeals process.
2. Pearson will acknowledge receipt of the enquiry within three calendar days and respond with the outcome of the enquiry within 30 calendar days of receiving the enquiry.
3. If the student is dissatisfied with the outcome of the enquiry, he/she may request a Quality Review is undertaken.
4. Pearson will acknowledge receipt of the request within 3 calendar days and will communicate the outcome of the Quality Review in writing to the individual student within 30 calendar days of receipt of the request. If the centre or learner is dissatisfied with the outcome of the Quality Review, they may appeal by contacting vocationalqualitystandards@pearson.com.
5. The chair of the Pearson Appeals Panel will decide if there is an appeal case to be heard. The student will be notified within 14 calendar days if the case has been accepted or not. If it



has been accepted, a hearing of the Appeals Panel will be arranged and the case will be heard.

6. The Pearson Appeals Panel is the final step in the appeals process. A final decision will be made regarding the outcome of the appeal. The Appeals Panel will communicate the outcome of the hearing to the student within seven calendar days of the hearing.

D) Appeal Fees

For details on fees for enquiries or appeals, please contact: vocationalqualitystandards@pearson.com
If Pearson decides to uphold an enquiry or appeal the fee will be returned to the appellant.