

Appeals for T Level Technical Qualifications

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Document revision history

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1. Introduction

This document explains the process that centres need to go through where they wish to appeal a decision made relating to:

- marking of examinations and other externally-marked assessments;
- moderation of internally-marked assessments;
- decisions, penalties and sanctions resulting from a malpractice investigation; and
- outcomes of applications for access arrangements or special consideration.

The Technical qualification forms a significant part of the T Level. City & Guilds is responsible for the development and ongoing operational delivery of this qualification.

This document is designed to be used in conjunction with the [JCQ appeals](#) document. The types of appeal listed in the JCQ document apply to T Level Technical Qualifications. Where there are minor differences to the process described in the JCQ document, these are listed in the sections below.

Please see the T Level Technical Qualifications post-result services document for information on reviews of marking and moderation.

1.1. Deadlines

For the deadlines for applications for each academic year, please see the key dates schedules published on our [T Levels resource hub](#).

2. Types of appeal

The services are summarised below, full details are available in the JCQ appeals document. Where possible, the processes for these qualifications mirror the JCQ process, however, the timelines for completing requests are different, as outlined in the following sections.

2.1. Outcome of post-result services

A centre can appeal against the outcome of a clerical re-check, a review of marking or a review of moderation. An appeal may be submitted if the appellant considers that either:

- a marking or moderation error has occurred, or
- City & Guilds did not apply its procedures consistently, properly or fairly.

The decision whether to accept the application for an appeal is based on:

- the validity of the grounds for the appeal as put forward by the appellant,

- whether a clerical re-check, a review of marking or a review of moderation has been completed,
- the timescale of the application.

If an application for an appeal is not accepted, the reasons for this will be given. Where a grade for one or both of the sub-components changes as an outcome of an appeal, the Universal Mark Scale (UMS) mark will also change. City & Guilds will check whether this affects the overall component grade and send the centre confirmation of the outcome.

2.2. Malpractice decisions

When the malpractice investigation has been completed, City & Guilds will confirm whether malpractice has taken place and if it has, what penalties or sanctions shall be applied. Some examples are described below.

Decision against	Example of penalties and sanctions
centre	Withdrawal of approval for specific qualifications for a set period of time
centre staff	Suspension from involvement in City & Guilds' examinations and/or assessments for a set period of time
candidate	Disqualification from an assessment, sub-component or component

Only a centre can appeal a decision made due to a malpractice investigation where the malpractice arises from candidate actions. Former members of centre staff are also able to appeal a decision, if it is against them.

For more information on possible decisions, penalties or sanctions please see the City & Guilds document *Managing cases of suspected malpractice in examinations and assessments*, which is available from the City & Guilds website, www.cityandguilds.com

2.3. Reasonable adjustment, access arrangements and special consideration

Access arrangements and reasonable adjustments are adjustments approved before an examination or assessment. They allow candidates with special educational needs, disabilities or temporary injuries to access the examination or assessment.

Special consideration is an adjustment to a candidate's mark or grade to reflect temporary illness, injury or other indisposition at the time of the examination or assessment.

If the centre has made an application for either access arrangements or special consideration and it has been rejected by City & Guilds, the centre can appeal this decision.

3. Who can appeal

Wherever possible, the centre should submit the appeal. In certain circumstances, we will accept appeals from candidates or former members centre staff. The table below describes any circumstances where we will accept applications from centres, candidates or former members centre staff:

Type of Appeal	Who can appeal
Outcome of post-result services	<ul style="list-style-type: none"> • centre • candidate with no centre to appeal on their behalf
Malpractice - decision, penalty or sanction resulting from an investigation	<ul style="list-style-type: none"> • centre • former members of centre staff (if the decision is against them)
Outcome of an application for access arrangements or special consideration	<ul style="list-style-type: none"> • centre

3.1. Candidate consent

Where the centre is making the application on behalf of a candidate, they must:

- get the consent of the candidate before making an application on their behalf,
- make the candidate aware that their grades could be lowered as a result.

4. Preliminary stage of an appeal

The preliminary stage involves an investigation of the case by City & Guilds, by someone who has not had any previous involvement with or personal interest in the matter. This preliminary stage will include consideration of the written submission from the appellant.

After the preliminary stage the case will either be rejected (disallowed) or upheld (allowed) in whole or in part. If the case is upheld, any necessary work on the candidate's scripts or results will be completed. The preliminary stage outcome letter with reasons is sent to the appellant. The letter will also detail the next available stage of the appeals process. Following the preliminary stage, the appellant may pursue the appeal to a hearing.

4.1. Timescales

City & Guilds will complete a preliminary appeal within 20 working days of the receipt of a complete application which clearly lists the reasons for the appeal and includes all the supporting documents.

5. Appeal hearings

An appeal hearing is designed to ensure that the appellant has a formal opportunity to present their case to an impartial body. There are three people on the panel for an appeal hearing. They are drawn from a larger pool of individuals who are not directly employed by City & Guilds and have been trained in the task of deciding appeals. At least one of the panel members will be an 'independent member'. Independent members are individuals who have had no employment or other connection with City & Guilds for at least the previous five years.

The application must clearly set out both the grounds of appeal and all supporting documentation. It is important that all relevant documentation is included at this point, as there will be limited opportunities to submit additional information later in the process.

Irrespective of whether the appeal is upheld, the panel may make recommendations to City & Guilds on issues or concerns that emerged during the appeal hearing. The hearing completes the City & Guilds appeals procedure. No further appeal will be accepted by City & Guilds.

5.1. Timescales

City & Guilds will hold an appeal hearing within 20 working days of the receipt of a complete application which clearly lists the reasons for the appeal and includes all the supporting documents.

6. Further avenues of appeal

6.1. Post-results services, reasonable adjustments, access arrangements and special consideration

For centres in England, where dissatisfaction remains with the decision of the hearing, an appeal may be made to the Exam Procedure Review Service (EPRS). The EPRS is provided by Ofqual in England, please refer to their [website](#) for more information.

6.2. Malpractice

There is no further avenue of appeal for malpractice decisions. Ofqual does not hear appeals against malpractice decisions.

7. Glossary

Appellant	<p>An <i>appellant</i> is the person or organisation appealing against a City & Guilds decision. The appellant could be -</p> <ul style="list-style-type: none"> • a candidate, • a <i>centre</i> acting on behalf of a <i>candidate</i> seeking to appeal, • a centre or • a former centre.
Candidate	<p>A <i>candidate</i> is an individual who is registered with City & Guilds and working towards a full or part qualification at a <i>centre</i>.</p>
Centre	<p>A <i>centre</i> is an organisation approved by City & Guilds to offer assessments leading to City & Guilds qualifications.</p>
Moderation	<p><i>Moderation</i> is a process for monitoring assessments marked by centres. It involves City & Guilds re-marking a sample of candidates' work to establish whether the centre has applied the assessment criteria correctly.</p>
Script	<p>A candidate's written response to the examination.</p>
Working day	<p>A <i>working day</i> is any day other than Saturday or Sunday or a statutory holiday in the United Kingdom or the country of that centre.</p>

Get in touch

The City & Guilds Quality team are here to answer any queries you may have regarding your T Level Technical Qualification delivery.

Should you require assistance, please contact us using the details below:

Monday - Friday | 08:30 - 17:00 GMT

T: 0300 303 53 52

E: technicals.quality@cityandguilds.com

W: www.cityandguilds.com/tlevels

Web chat available [here](#).

Visit our [T Levels Resource Hub](#).

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