



Rightmove Training & Development Centre – Appeals Policy

1. Introduction

Rightmove aims to provide a robust and high quality assessment process which accurately grades work according to the assessment criteria published by its awarding organisation. Every effort is taken to ensure that the assessment is relevant and reflects the standards appropriate for the level of course.

Learner work will be marked against the qualification criteria in a way which is fair, equitable, consistent and without prejudice towards any individual.

2. Purpose

As a part of its commitment to ensuring the standard and quality of its assessments, Rightmove has established this Policy for dealing with appeals from its learners.

Note: This Policy does not cover complaints which are covered by separate procedures.

3. Scope

This Policy applies with respect to appeals relating to:

- The grading of an item of assessed work, a unit or a qualification. Appeals may only normally be made on the following grounds: an irregularity in recording, aggregating, collating or weighting of grades when a procedure has been incorrectly followed.
- An irregularity in applying assessment criteria or regulations.
- An irregularity in the conduct of an assessment.
- Where a learner believes that an allegation of plagiarism has been made that has no grounding.

Where a learner feels that they have grounds to appeal against an assessment decision they will have the right to follow the process set out below.

4. Process

A candidate only has grounds for appeal against a result in an assessment if they can demonstrate that Rightmove did not apply procedures consistently or that procedures were not followed properly and fairly.

Appeals which are made solely on the basis of disagreement with the professional judgement of Rightmove or its appointed assessors will not be accepted.

The learner must first refer the appeal to the member of staff responsible for carrying out the assessment. This must be done immediately upon receiving the assessment decision. The member of staff should state reasons for arriving at the assessment decision given and respond to the learner's arguments.

If the learner is not satisfied with the outcome, he/she may refer the appeal to the Internal Quality Assurer. The appeal must be made formally, in writing, within seven working days of receiving the

original assessment decision. The Internal Quality Assurer will review the assessment evidence and hear the comments of both learner and Assessor. The Internal Quality Assurer may then offer a reassessment opportunity with an alternative assessor, re-grade the assessment, up or down, or confirm the original decision and record their findings in writing, normally within five working days of the appeal being made.

5. If you are unhappy with the outcome of the appeal

Please contact us to discuss your concerns. In the vast majority of cases we are able to resolve issues directly with you. However, if you still feel your appeal has not been dealt with satisfactorily, you will then have the option of contacting our Awarding Organisation who can be contacted in writing at:

ABBE
Birmingham City University
University House
15 Bartholomew Row
Birmingham
B5 5JU

Or via email to abbeenquiries@bcu.ac.uk

6. Contact

For further help or assistance with this Policy, please contact:

Jason Charles, Head of Events & Education

Email: Jason.Charles@rightmove.co.uk

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