



# LEARNER ENQUIRIES AND APPEALS 2025



**Approved by:** Mica Coleman Jones **Date:** 25.09.2024

**Next review due by:** 02.09.2025

**Approved by trustees:** 25.11.2026

**Signed by Chair of  
Trustees**

## FOREWORD

Lilya's Clarendon School and Lilya's Goldsmith School are both sites for Alternative Provision. Whilst neither site holds school status, they are often referred to as schools for the benefit of students.

## IN THE EVENT OF A COMPLAINT RELATED TO ASSESSMENT

In the first instance, the complainant should discuss the marking with the tutor/assessor concerned.

A meeting will be offered to justify the decision and to clarify what is required from the learner for the assessment.

In the event, agreement on marking cannot be reached the complainant should advise the Head of Provision.

The Head of provision is responsible for the overall resolution of assessment appeals, in consultation with a meeting of internal moderator(s)/supervisor(s) and tutor(s) to ensure objectivity.

Checking the assessor's judgement of evidence will form part of the process of a review meeting as follows:

## CURRENCY

The evidence must prove that the candidate is currently competent. Also, it is important that the competence is still relevant and has not, for example, become out of date because of changes in technology or legislation.

## VALIDITY

A key question for the assessor is 'what does this piece of evidence tell me about the candidate's performance; does it, or does it not, relate to the specified standard? For example, to carry out a written test of the ability to drive a car with no practical evidence of driving ability would be an invalid assessment.

RELIABILITY

The assessor must be satisfied that the evidence presented resulted from an assessment that was as fair as possible and was not subjected to any extraneous factor which might have affected the outcome.

AUTHENTICITY

How does the assessor confirm that the evidence presented belongs to the candidate? Was it produced by the candidate alone or with assistance from others? An assessment system must ensure that if competence is to be attributed to a candidate on the basis of evidence present, the issue of authenticity is addressed.

SUFFICIENCY

An unbreakable rule of competence-based assessment is that all standards must be assessed. There should be enough evidence of the right quality to make a judgement beyond reasonable doubt about the level of competence achieved. The assessor must ensure that sufficient evidence is collected to demonstrate that the candidate has not only met the requirements of each of the performance criteria across the full range but also provided evidence of the required underpinning knowledge and understanding.

IF NECESSARY, THE LILY LIGHTHOUSE EDUCATION TRUST WILL SEEK THE ADVICE OF THE RELEVANT AWARDING BODY.

**We will seek to resolve assessment complaints/appeals within a period of four weeks (subject to any extenuating circumstances which may arise outside of our control) and subject to the timescales of the awarding body.**

**The final decision will be that of an external moderator.**