

Appeals policy

This policy is aimed at our learners who are enrolled on all courses. It sets out the process you (the trainee) should follow when submitting appeals and the process we (News Associates) will follow when responding to enquiries and appeals.

It is also for use by News Associates staff to ensure they deal with all enquiries and appeals in a consistent manner. Staff should also refer to the NCTJ Appeals Policy at all times.

Areas covered by this policy:

- Appeals from learners regarding assessment results
- Appeals from learners in relation to an assessment decision on the basis that procedures were not applied consistently or that procedures were not followed properly
- Appeals from learners relating to a decision to decline a request to make reasonable adjustments or give special considerations
- Appeals from learners relating to a decision following an investigation into a complaint

All appeals must go through News Associates internal appeals process before the matter is brought to the NCTJ.

Information required when raising an appeal:

Regarding assessment results

In the first instance, learners should speak to the subject tutor of the assessment they wish to appeal, before the enquiry or appeal is logged with the NCTJ.

News Associates and the learner (where possible) will review the exam script against the examiner's feedback provided, where applicable. For centre marked exams, tutors will provide appropriate feedback directly to the candidate.

If further information is required on a learner's performance in an NCTJ assessment, News Associates will raise an enquiry.

Raising an enquiry about assessment results

Where a candidate is concerned about an assessment result, they should notify the Head of Journalism, or equivalent, in writing within 10 days of the exam result.

News Associates will encourage candidates to request a full exam report in the first instance, or will request one directly (preferred), to see a detailed report of the examination or assessment in question, and after discussion with the candidate will either pay, or advise candidates of the relevant NCTJ fee.

In line with NCTJ policy, News Associates will make trainees aware that this can be requested no later than **two weeks** following the date the results were published. Application forms will be downloaded from the NCTJ website.

Upon receiving the full exam report, the relevant News Associates subject tutor will seek to understand and explain to the candidate how the final result was arrived at.

Where questions remain from either the learner or from News Associates, News Associates may initiate an appeal of candidate assessment results by applying to the NCTJ head of quality and assessment within two weeks of receipt of the exam report.

After discussion with the relevant tutor, candidates who wish to appeal their result will be supported by News Associates. News Associates will obtain written permission from the candidate concerned, and ensure learners are aware that results/grades can go down as well as up as a result of an appeal investigation.

If a News Associates tutor has a concern about a group of assessment results received, all concerns should be run via the heads of journalism, or equivalent, in London or Manchester in the first instance. They will contact the NCTJ head of quality and assessment to ascertain if the issue can be resolved before initiating the formal appeals process.

To raise an enquiry about assessment results, News Associates will follow the process as outlined in the relevant NCTJ policy.

If News Associates has a general concern about a group of assessment results, the head of journalism will raise this concern with the NCTJ head of quality and assessment in the first instance, to ascertain if the situation can be resolved before initiating the formal appeals process. News Associates will raise any concerns with the head of quality and assessment no later than two weeks following the date the results were published.

If a candidate is unhappy with the outcome following stage one of the NCTJ reviews process, News Associates will explain the stage two process.

All other appeals

For all other appeals re decisions made by the NCTJ relating to any case other than assessment results such as; complaints, malpractice/maladministration, accreditation, exam centre approval etc, News Associates will follow the relevant NCTJ policy.

If this appeal is being made by a candidate, they should notify the Head of Journalism in writing within 10 days from the date the NCTJ informs the candidate of the decision.

News Associates will seek to understand, explain and resolve any issues internally where possible, before following the NCTJ appeals process (stage 1 and stage 2) accordingly.

If News Associates appeals on behalf of a candidate, we will ensure we have obtained the written permission of the candidate concerned.

News Associates will, where required, support any candidates to gather relevant evidence put forward.

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