

Exam Appeals Procedure – December 2011

1. The Appeal Process

- 1.1 The Organisation for Tourism and Hospitality Management's Appeals process has five stages affording opportunities to appeal decisions. An outcome must be reached from each stage before the appeal can be escalated to the next stage.

The following is an explanation of what is involved at each of the Enquiry Stages available.

1.2 Enquiry Stage 1 - Clerical Check (Fee £50.00)

This is a detailed clerical check carried out by the OTHM Education Director and Examination Officer of the examination result released and involves checking the accuracy of the results issued at each stage of the marking process.

The Education Director will confirm by letter only when both Enquiry Stage 1 and the outcome has been completed.

On completion of Enquiry Stage 1 and receipt of written confirmation the student may take the matter further and apply for Enquiry Stage 2.

1.3 Enquiry Stage 2 - Re-mark (Fee £50.00)

When a re-mark has been authorised, the original script is sent to a second marker who had not been involved in the original marking. Assessment criteria applied during the re-mark process will be exactly the same as used by the first marker. The second marker will produce a feedback report which will highlight some but not all of the errors which led to a fail result being awarded.

The Education Director will confirm by letter only when Enquiry Stage 2 has been completed. The student will at this stage receive a copy of the relevant question paper and the feedback report.

On completion of Enquiry Stage 2 and receipt of written confirmation the student may take the matter further and apply for Enquiry Stage 3.

1.4 Enquiry Stage 3 - Appeal (£75.00)

The Appeal process is split into two phases and focuses on procedures used by OTHM in the course of reaching a decision.

Phase 1

Written evidence submitted by the student will be considered by the chair of the OTHM Examinations Board and the Quality Assurance Officer.

The Education Director will confirm by letter only when Enquiry Stage 3 – Phase 1 has been completed. The student will be notified if the application has been declined or passed on to Phase 2 of the Appeal process.

Phase 2

The OTHM Appeals Panel of the Examinations Board will hear the appeals. OTHM will involve in the decision-making process an independent External Assessor.

The Education Director will confirm by letter only when Enquiry Stage 3 – Phase 2 has been completed.

1.5 Enquiry Stage 4 - Independent Review (Fee £100.00)

If an appellant is dissatisfied after receiving OTHM'S final response to either Enquiry Stage 3 – Phase 1 or Enquiry Stage 3 Phase 2 the student may then apply for the final OTHM enquiry stage.

OTHM will submit documentation relating to the three previously completed enquiry stages as well as any other relevant information. The independent review process will then examine whether or not OTHM has followed all Enquiry Stage procedures correctly and in accordance with the Office of Qualifications & Examinations Regulation (Ofqual) guidelines.

The Education Director will confirm by letter only when Enquiry Stage 4 has been completed.

1.6 At each stage at least one independent member will be involved in the decision making process.

An independent member will be someone who is, and has not been at any time during the past seven years, a member of OTHM's board or committees, or an employee or examiner of the awarding body.

1.7 Enquiry Stage 5 - Office of Qualifications & Examinations Regulation (Ofqual)

When the student has completed all Enquiry Stages made available by OTHM, the final course of action available is a complaint made directly to the regulatory authorities.

1.8 On request OTHM will submit a full detailed report to Ofqual relating to the four previously completed enquiry stages as well as any other relevant information. The student will be notified directly by Ofqual with the outcome of Enquiry Stage 5.