



# Appendix A

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# Assessment Statement

## Principles of Assessment

SQA defines assessment as measuring evidence of candidate's attainment of knowledge and skills against qualification standards. There are two modes of assessment — internal and external.

- Internal assessment is where centres apply assessment instruments and make assessment decisions about candidate evidence. Centres may also devise the assessments but this does not apply equally across all SQA qualifications.
- External assessment is where the awarding body takes on these duties and centres administer assessment activities on its behalf. In common with all awarding bodies, we strive to ensure that assessment of our qualification is valid, reliable and practicable.

## Validity

Each assessment should be designed so that it provides candidates with the opportunity to produce evidence to show they have the knowledge and skills they need to meet the requirements of the qualification. An assessment is valid when it:

- is appropriate to purpose (eg a practical assessment should be used to assess practical skills)
- allows the production of the evidence of candidates' performance which can be measured against standards defined in the qualification
- allows candidates to produce sufficient evidence of all the skills and knowledge required to satisfy standards in the qualification
- facilitates the making of reliable assessment decisions by all assessors for all candidates
- is accessible to all candidates who are potentially able to achieve it

## Reliability

To be reliable, assessment decisions on candidates' performance must be consistent between all assessors and for all candidates undertaking the same assessment task. In any assessment system, procedures have to be put in place to ensure this. Assessment decisions are reliable when they are based on evidence that is:

- generated by valid assessments
- generated under consistently applied conditions of assessment (eg open-book, supervised or invigilated)

The authenticated work of the candidates being assessed and when they are:

- taken on the basis of clearly defined performance and/or grade-related criteria
- consistent across the range of assessors applying the assessment in different situations and contexts, and with different candidates
- consistent over time

## Practicability

For assessments to be practicable (ie capable of being carried out both efficiently and cost effectively) there has to be adequate resources and time. CodeClan's assessment system should have the flexibility to meet the needs of all candidates. Examples of issues associated with practicability are:

- in the context of oral assessments or interviews, balancing the need for assessment reliability with considerations of staff and candidate time and potential stress
- in the context of assessing practical skills, bearing in mind any resource implications

# CodeClan Complaints Procedure

We are committed to providing high quality services to all our candidates, students, staff, customers and suppliers. We value complaints and use information learnt from them to help us improve the services we offer. If something goes wrong or you are dissatisfied with what we are providing, please tell us – you should feel free to raise matters of concern without risk of disadvantage. This document describes our complaints procedure and how to make a complaint

## What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action, or lack of action, or about the standard of service provided by us, or on our behalf.

## What can I complain about?

You can complain about things like:

- the quality and standard of any service we provide
- failure to provide a service.
- the quality of our facilities or learning resources.
- unfair treatment or inappropriate behaviour by a student or staff member.
- the failure of CodeClan Ltd to follow an appropriate administrative process.
- dissatisfaction with CodeClan Ltd policies.

Your complaint may involve more than one aspect of the above or be about someone working on our behalf.

## What can't I complain about?

There are some things CodeClan Ltd can't deal with through our complaint handling procedure. These include:

- a routine, first time request for a service.
- general feedback about CodeClan (we have other mechanisms with which to receive feedback, please ask a member of staff about these).
- a request under the Freedom of Information or Data Protection legislation.
- a request for information or an explanation of policy or practice.
- an appeal about an academic decision on assessment or admission.
- an issue which is being, or has been, considered by a court or tribunal.
- a request for compensation only.
- an attempt to have a complaint reconsidered where we have already given our final decision following an investigation.

We will not normally treat information received through routine feedback mechanisms – such as responses to questionnaires – as complaints. If other procedures or rights of appeal may help you resolve your concerns, we will give information and advice to help you.

## Who can complain?

Anyone who receives, requests or is directly affected by the services of CodeClan Ltd can make a complaint to us. We encourage anyone with a complaint to approach us directly, but can accept a complaint made on your behalf (e.g. through a friend or a family member) provided you give us your clear written authority to liaise with your representative, and provided you also give them clear authority to act on your behalf.

## How do I complain?

You can complain in person, by phone, in writing, or by email. It is easier for us to resolve complaints if you raise them as soon as you become aware of the issue, and directly to the service concerned. Please talk to a member of staff so that they can try to resolve any problems on the spot.

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you would like us to resolve the matter.

### **Is there a time limit for making a complaint?**

Normally, you must make your complaint within six months of the issue arising, or finding out that you have a reason to complain.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

### **What will happen if I complain?**

Our complaint procedure has two stages:

- Stage 1 – Frontline Resolution

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem. Where possible, you should raise your concerns with the relevant staff member. This can be done face to face, by phone, in writing or by email.

We will give you our decision at Stage 1 within five working days, unless there are exceptional circumstances. If you are not satisfied with the response we give at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to Stage 2 of the complaint procedure. You may choose to do this immediately or shortly after you receive our initial decision.

- Stage 2 – Complaint Investigation

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation. We have a complaint form, which will help you to state your complaint clearly to us.

Although we will also accept complaints that are made in person or on the phone, we encourage you to complete the complaint form in the interests of clarity and in order to best assist the investigation process. The complaint form and any supporting documents will be seen by the person investigating your complaint, by anyone named in the complaint and by relevant staff in the department(s) being complained about.

When using Stage 2 we will:

- acknowledge receipt of your complaint within three working days and tell you who is dealing with your complaint
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

### **Complaints relating to SQA Qualifications and Assessments**

The complaints procedure should not be used for challenging assessment decisions - the Academic Appeals Procedure should be used for this.

Candidates of SQA qualifications also have the right to complain to SQA awarding body. SQA will only consider your complaint if you have already gone through all stages of CodeClan's Complaints Procedure and remain dissatisfied with the outcome, or the way in which we handled your complaint.

SQA will deal with complaints about:

- assessment — in the broadest sense, including the conduct of, preparation for, and environment for, assessment.
- dissatisfaction with the way in which the centre handled the complaint.

SQA will not deal with complaints about:

- assessment decisions (use Appeals or Post-results Services)
- the wider experience of being a candidate (eg support services, funding, facilities, etc.)

For further information please SQA's Customer Complaints and Feedback [web page](#).

### **Getting help to make your complaint**

We are committed to making our service easy to use. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help you access and use our services. If you have trouble putting your complaint in writing, or want this information in another format, such as large font or Braille, please let us know.



# CodeClan Complaints Form

Before completing this form, please read the information about our complaints procedure.

First Name	
Surname	
Address	
Email	
Telephone	

1. Please tell us what you are complaining about in the box below (where possible, include any relevant dates, locations, and any information you have about CodeClan Ltd staff or volunteers who may have been involved).



2. Please give us details of anything you have already done to raise this issue with CodeClan Ltd.

3. Please explain how you feel we can best resolve this issue.

Thank you for taking the time to complete this form. Please email your completed form to [complaints@codeclan.com](mailto:complaints@codeclan.com), or deliver it to any CodeClan member of staff.

# Assessment Malpractice Policy

## Aim of Assessment Malpractice Policy

The following policy relates to the process and procedures implemented to minimise the opportunity for, identify as well as manage instances of malpractice relating to work completed as part of any and all SQA qualifications whilst in attendance of a CodeClan course.

This policy is designed:

- To identify and minimise the risk of malpractice by CodeClan staff or students.
- To respond to any incident of alleged malpractice promptly and objectively.
- To standardise and record any investigation of malpractice to ensure openness and fairness.
- To impose appropriate penalties and/or sanctions on students or staff where incidents (or attempted incidents) of malpractice are proven.
- To protect the integrity of CodeClan and all relevant SQA qualifications completed whilst in attendance at CodeClan.

## Overview of Assessment Malpractice Policy

### Purpose/Scope of the policy

The intended purpose of this policy is to:

- To ensure that CodeClan has policies and procedures in place to deal with academic malpractice as it relates to SQA qualifications.
- To ensure that issues are dealt with in an open, fair and effective manner.
- To ensure that CodeClan policy, as it relates to SQA qualifications, is in compliance with SQA guidance.
- To ensure that CodeClan provides appropriate deterrents and sanctions to minimise the risk of malpractice.

### Definitions/Terminology:

- Student malpractice: any action by the student (intentional or otherwise) which has the potential to undermine the integrity and validity of the assessment of the student's work. For example, plagiarism, collusion, cheating. This is not an exhaustive list and further detail can be found below.
- Assessor/staff/centre malpractice: any action by an assessor or member of staff (intentional or otherwise) which has the potential to undermine the integrity of the relevant qualification. Further detail can be found below.
- Plagiarism: taking and using another's thoughts, writings, inventions, etc. as one's own.
- Minor acts of student malpractice: handled by the Assessor or member of staff by, for example, refusal to accept work for marking and the student being made aware of malpractice policy. Student resubmits work in question.
- Major acts of student malpractice: extensive copying/plagiarism, 2nd or subsequent offence, inappropriate for the assessor or member of staff to deal with.

### Responsibilities:

- CodeClan: should seek proactive ways to promote a positive culture that encourages students to take individual responsibility for their learning and respect the work of others.
- Assessor: responsible for designing assessment opportunities which limit the opportunity for malpractice and for checking the validity of the student's work.
- Internal Verifier: responsible for malpractice checks when internally verifying work.



- CodeClan CEO or their nominees: responsible for any investigation into allegations of malpractice.

## Definitions of Malpractice

CodeClan complies and enforces the definition of malpractice as outlined by the SQA in relation to internal assessment in SQA qualifications. As such, under this definition,

“Malpractice means any act, default or practice (whether deliberate or resulting from neglect or default) which is a breach of SQA requirements including any act, default or practice which:

- Compromises, attempts to compromise or may compromise, the process of assessment, the integrity of any SQA qualification, or the validity of a result or certificate; and/or
- Damages the authority, reputation or credibility of SQA or any officer, employee or agent of SQA.”<sup>1</sup>

CodeClan complies and enforces the definition of malpractice reasons and intent as outlined by the SQA in relation to internal assessment in SQA qualifications. As such, under this definition,

“Malpractice can arise for a variety of reasons:

- Some incidents are intentional and aim to give an unfair advantage or disadvantage in an examination or assessment (deliberate non-compliance);
- Some incidents arise due to ignorance of SQA requirements, carelessness or neglect in applying the requirements (maladministration).”<sup>2</sup>

### Definition of Malpractice by Students (Candidate Malpractice)

This list is not exhaustive and other instances of malpractice may be considered by CodeClan, as well as the SQA, at its discretion:

- plagiarism of any nature.
- collusion by working collaboratively with other students to produce work that is submitted as individual student work.
- copying (including the use of ICT to aid copying).
- breaching the security of assessment materials in a way which threatens the integrity of any exam or assessment.
- deliberate destruction of another’s work.
- fabrication of results or evidence.
- false declaration of authenticity in relation to the contents of a portfolio or coursework.
- impersonation by pretending to be someone else in order to produce the work for another or arranging for another to take one’s place in an assessment/examination/test.

### Definition of Malpractice by CodeClan Staff (Centre Malpractice):

This list is not exhaustive and other instances of malpractice may be considered by CodeClan, as well as the SQA, at its discretion:

- improper assistance to candidates.
- inventing or changing marks for internally assessed work (coursework or portfolio evidence) where there is insufficient evidence of the student’s achievement to justify the assessment decisions made.
- failure to keep student coursework/portfolios of evidence secure.
- fraudulent claims for certificates.
- inappropriate retention of certificates.

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<sup>1</sup> SQA Malpractice Guidance: [https://www.sqa.org.uk/files\\_ccc/MalpracticeInformationForCentres.pdf](https://www.sqa.org.uk/files_ccc/MalpracticeInformationForCentres.pdf)

<sup>2</sup> SQA Malpractice Guidance: [https://www.sqa.org.uk/files\\_ccc/MalpracticeInformationForCentres.pdf](https://www.sqa.org.uk/files_ccc/MalpracticeInformationForCentres.pdf)

- assisting students in the production of work for assessment, where the support has the potential to influence the outcomes of assessment. For example where the assistance involves CodeClan Ltd staff producing work for the student.
- producing falsified witness statements. For example, for evidence the student has not generated.
- allowing evidence, which is known by the staff member not to be the student's own, to be included in a student's assignment/task/portfolio/coursework.
- facilitating and allowing impersonation.
- misusing the conditions for special student requirements. For example where learners are permitted support, such as an amanuensis, this is permissible up to the point where the support has the potential to influence the outcome of the assessment.
- falsifying records/certificates, for example by alteration, substitution, or by fraud.
- fraudulent certificate claims, that is claiming for a certificate prior to the student completing all the requirements of assessment.

## Assessment Malpractice Procedure

CodeClan takes all reasonable steps to minimise the risk of malpractice, in line with SQA policy as part of its own internal policies and procedures.

When malpractice is suspected, CodeClan will:

- conduct an investigation in a form commensurate with the nature of the malpractice allegation.
- investigate in a fair and equitable manner.
- support such an investigation, including the CodeClan CEO and all personnel linked to the allegation.
- If malpractice is proven, penalties should be appropriate to the nature of the malpractice under review.

In all instances of alleged malpractice, proven or refuted, records made as part of the investigation will be retained for a period of six years by CodeClan (in compliance with current SQA requirements). The procedure of dealing with an incident of suspected malpractice has three main phases: initial screening, investigation and decision.

If the incident of alleged malpractice is considered to be severe in nature, CodeClan retains the right to proceed to the investigation phase of the procedure with no initial screening, as well as initiate the disciplinary procedure in conjunction with the Assessment Malpractice Procedure. This would occur where the CodeClan Code of Conduct has also been broken (for example in instances of inappropriate, offensive or threatening behaviour or content).

## Minimising Malpractice Risk

CodeClan will minimise the risk of student malpractice occurring by:

- using the initial induction session, the Student Handbook and the Student Code of Conduct, as well as the Qualification Induction session to inform students of the CodeClan policy on malpractice, where this policy can be found and the consequences of attempted and/or actual incidents of malpractice.
- asking students to declare that work is their own and check the validity of their work, through the use of an authentication statement.
- ask students to provide evidence that they have interpreted and synthesised appropriate information and acknowledged any sources used.
- promoting positive and honest study practices.
- ensure students use appropriate citations and referencing for research sources, where relevant.

- ensuring assessment practices and procedures are designed and maintain the ability to reduce and identify malpractice.

## **Procedure of Dealing with Suspected Malpractice**

### **1. Initial screening**

This phase revolves around the internal assessment verification practices. All practices are used to assess and verify the student's work. If student malpractice is suspected, the assessment and verification processes are performed again by both the assessor(s) and verifier(s). This is to ensure that all avenues have been explored and the risk of human error is avoided. Where evidence and/or suspicion indicates malpractice and the assessor(s) and verifier(s) are in agreement, the next phase of the policy shall be implemented.

### **2. Investigation**

Where CodeClan suspects an incident of Malpractice has occurred and an investigation is to be performed, the following stages will be followed:

Stage 1: Make the individual fully aware at the earliest opportunity of the nature of the alleged malpractice and of the possible consequences should malpractice be proven. To do this, the assessor and a member of the learning support team will invite the student to a meeting to discuss the incident of alleged malpractice. In the meeting, members of staff will:

- outline the nature of the alleged malpractice (how it occurred, why it is suspected, etc.).
- remind the student of the policies used in circumstances of alleged malpractice and advise them to review these documents.
- inform the individual of their right to respond and that they will have the opportunity to do so as part of the investigation.
- inform the individual that they will opportunity to respond to the allegations made. As part of the meeting they can respond now and/or at a later date, but this will be a part of the investigation.
- Inform the individual that information about the allegation made against them and information about the evidence there is to support that allegation will be provided.
- Inform the individual of the avenues for appealing against any judgment made should the investigation conclude that an incident of malpractice had occurred.
- inform the individual(s) of the investigation time frame, which will be agreed upon to allow a realistic time frame for both the individual(s) as well as CodeClan.

Stage 2: The investigation is initiated and performed. All stages of the investigation are documented. While assessors, verifiers and members of staff are included as part of the investigation, the investigation itself will be led by a senior member of staff from CodeClan. In the investigation, CodeClan will:

- include, as part of the investigation, the individual(s) involved in the alleged incident of malpractice, giving them the opportunity to respond to the allegations made.
- compile records as part of the investigation, which may include but are not limited to:
  - a report containing a statement of the facts, a detailed account of the circumstances of alleged malpractice, as well as details of any investigations carried out by the centre into the suspected case of centre malpractice
  - written statements from staff and students involved
  - any work of the student(s) and internal assessment or verification records relevant to the investigation
  - details of any remedial action you have identified as necessary to ensure the integrity of certification now and in the future

- Inform the individual(s) if the timescale of the investigation must be extended, to allow for further evidence to be gathered.

### 3. Decision

Once the investigation has been completed and all relevant individual(s) involved have informed the investigation by responding to evidence and the alleged incident of malpractice, including the student(s), a decision will be reached by the lead investigator.

A meeting will be held with the individual(s) involved in the allegation of malpractice, a member of the learning support team, the investigator and any other interested parties (e.g. assessor, instructor). The investigator will inform the individual(s) of the findings of the investigation and the decision that has been reached. Written feedback on findings of the investigation and the decision should be provided for the individual(s). Where malpractice is not found/proven, no further action shall be taken by CodeClan.

Where malpractice is proven, CodeClan will follow the appropriate disciplinary processes dependent on the nature and severity of the malpractice. Please see the CodeClan Disciplinary Policy for further details. Dependent on the nature of the incident of malpractice, consequences may include but are not limited to individual(s) being withdrawn from the qualification and/or the CodeClan course.

## Centre Malpractice Procedure

CodeClan will minimise the risk of Centre malpractice occurring by:

- ensuring staff induction and updating should include all awarding body requirements.
- using robust internal verification and audited record keeping ( student records, assessment tracking records and certification claims).
- regular review of internal documentation, staff training and SQA policy.

### Procedure of Dealing with Suspected Malpractice

The procedure for dealing with suspected centre/staff malpractice, follows the same structure as the student malpractice procedure with the addition of notifying the SQA once the investigation has concluded and malpractice has been found to be present.

- Inform the individual of the issues and of the possible consequences.
- Inform the individual of the process and appeal rights.
- Give the individual the opportunity to respond.
- Inform the relevant awarding body of any malpractice or attempted acts of malpractice, which have compromised assessment. The relevant body will advise on further action required.
- Penalties should be appropriate to the nature of the malpractice under review.

## Right to Appeal Investigation Decisions

Students and staff have the right to appeal any malpractice decision against them. This can be done by students by submitting an academic appeal using the Academic Appeals Procedure and Academic Appeals Form. A senior member of staff, who was not the investigator, will review the appeal in line with any evidence that has been provided

### Submitting an Appeal to the SQA

Students have the right to appeal to SQA where:

- the centre has conducted its own investigation and the candidate disagrees with the outcome, where the centre's internal appeals process has been exhausted;



- SQA has asked the centre to conduct an investigation and the candidate disagrees with the outcome, where the centre's internal appeals process has been exhausted; or
- SQA conducts its own investigation and the candidate disagrees with our decision.

The process for the appeal is:

1. An appeal must be submitted in writing to an SQA director within 15 working days of being notified of the decision by decision letter and/or Notification of Penalty form. SQA may consider appeals lodged outside this timescale if there are legitimate reasons for the delay.
2. The appeal must be presented by the centre, the candidate or the candidate's authorised representative directly.
3. The appeal must be submitted, clearly marked as an appeal, to an SQA director at the Corporate Office at SQA's Glasgow office: Optima Building, 50 Robertson Street, Glasgow, G2 8DQ.
4. The appeal must include a written account of why the appellant believes that SQA's decision is wrong, and address the reasons for the original decision. Any evidence made to support the appeal must be relevant to the case being made.
5. The SQA director considering the appeal may seek additional relevant information to assist their review of the case.
6. The director will respond in writing, giving SQA's decision within 15 working days of receiving all information relevant to the appeal.

SQA will deal with the appeal as quickly as possible and, in any event, within 15 days of receiving all information relevant to the issues in the appeal. If, for any reason, the matter cannot be resolved within this period, SQA will keep the appellant informed of progress. Further information of the SQA appeals process can be found at the following: [https://www.sqa.org.uk/files\\_ccc/Appeals\\_Process.pdf](https://www.sqa.org.uk/files_ccc/Appeals_Process.pdf)

## **Further Information**

Further detail on SQA specific guidance regarding assessment malpractice can be found at the following: [https://www.sqa.org.uk/files\\_ccc/MalpracticeInformationForCentres.pdf](https://www.sqa.org.uk/files_ccc/MalpracticeInformationForCentres.pdf)

This information is subject to change, where developments or additions to best practice are made. Where this is the case, CodeClan documents and policies are revised in line with SQA guidance.

# Assessment Appeals Procedure

## Overview

The following Assessment Appeals Procedure is to be used in reference to any and all qualifications provided by CodeClan that are accredited by the SQA. CodeClan courses are not accredited in themselves and the CodeClan Academic Appeals Procedure should be used in cases that relate specifically to CodeClan courses.

## First steps

CodeClan recognises that the decision whether to submit an appeal or not can be a difficult one. As a student of CodeClan you should rest assured that the decision to submit an appeal will not be held against you and that you can do so without any risk of disadvantage.

## Grounds for Appeal

If you are thinking of submitting an appeal, your first step should be to consider the following points.

Any student wishing to submit an appeal must have legitimate grounds for doing so, namely one or both of:

- substantial information directly relevant to the quality of performance in an examination.
- which for good reason was not available to the examiners when their decision was taken.
- alleged irregular procedure or improper conduct of an examination. For this purpose “conduct of an examination” includes conduct of a meeting of the Board of Examiners.

The following important considerations should be noted:

- The appeal process cannot be used to challenge academic judgment. That is, a student cannot submit an appeal simply because they believe that they deserve a better mark.
- Ignorance of the requirements for the submission of special circumstances does not constitute grounds for appeal.
- An appeal cannot be lodged until the Assessor(s) and Verifier(s) have published their final decision.

## Appeals Procedure

### Stages of Appeals Procedure

#### Stage 1: Informal Appeal Discussion with Assessor

Students should request an initial, informal discussion with the assessor to discuss the assessment decision. Students should ask for an informal appeal discussion with the assessor within two weeks of receiving the assessment result. Students should expect the informal appeal discussion to be arranged within one week of the discussion request, where possible.

Any additional response required after the formal discussion can be expected two weeks after the informal discussion meeting takes place, where possible. Where this is not possible, CodeClan will advise the student and arrange a response as soon as possible.

If you have an informal discussion with the assessor regarding an assessment decision you would like to appeal, it will be logged and recorded in the CodeClan internal record systems.

#### Stage 2: Informal Discussion with Internal Verifier

If you are dissatisfied with the response from the assessor or feel you cannot approach the assessor, then stage 2 of the qualification assessment appeals procedure should be initiated.



You should request an informal discussion with the internal verifier to discuss the assessment decision. Students should ask for an informal appeal discussion with the verifier within two weeks of receiving the assessment result or having received the response from the stage 1 informal discussion with the assessor. Students should expect the informal appeal discussion to be arranged within one week of the discussion request, where possible.

Any additional response required after the formal discussion can be expected two weeks after the informal discussion meeting takes place, where possible. Where this is not possible, CodeClan will advise the student and arrange a response as soon as possible.

If you have an informal discussion with the internal verifier regarding an assessment decision you would like to appeal, it will be logged and recorded in the CodeClan internal record systems.

### **Stage 3: Formal Appeal**

Formal appeals should be in writing and submitted using the Qualification Assessment Appeals Form. This should be sent electronically to [sara.dodd@codeclan.com](mailto:sara.dodd@codeclan.com) or, if you are unable to send your appeal electronically, you can send it in by post to:

Academic Appeals c/o Sara Dodd  
CodeClan Ltd  
37 Castle Terrace  
Edinburgh  
EH1 2AL

The formal stage of appeal is to an independent member of staff who is not involved in the assessment process and has not been previously involved in the assessment decision. If you need assistance

### **Non-Regulated Qualifications**

The SQA Professional Development Award currently delivered by CodeClan is a non-regulated qualification and as such all assessment decisions are made internally. As such, once you have exhausted the Qualification Assessment Appeals Procedure you have no further right of appeal against internal assessment decisions. The final decision rests with CodeClan as qualification centre provider. SQA will not accept internal assessment appeals.

### **Retention of Records**

In the case of an appeal against an internal assessment result in a qualification, CodeClan will retain records until the appeal has been resolved (including all materials and candidate evidence). Thereafter, assessment and internal verification records for appeals cases will be retained for six years, unless there is a legitimate reason to retain records for a further period.

# Assessment Appeals Form

<b>Full name:</b>	<b>SCN:</b>
<b>Course:</b>	<b>Cohort:</b>
<b>Address for correspondence:</b>	
<b>Telephone no:</b>	<b>Mobile no:</b>
<b>Email:</b>	
<b>Please state the decision against which you are appealing (e.g. examination result, progression, exclusion etc.)</b>	
<b>On what date did you receive notification of this decision/these results?</b>	
<b>Please tick the box(es) below to indicate the grounds under which you are appealing:</b>  <input type="checkbox"/> <b>Ground A</b> substantial information directly relevant to the quality of performance in the examination which for good reason was not available to the examiners when their decision was taken;  <input type="checkbox"/> <b>Ground B</b> alleged irregular procedure or improper conduct of an examination.  <input type="checkbox"/> <b>Ground C</b> Evidence of prejudice or lack of due diligence in the examination on the part of any of the examiners.	





**Please indicate the outcome you would expect, should your appeal be upheld:**

**Please confirm the following:**

- ☐ **I have read and understood the Academic Appeal Procedure Advice**
- ☐ **I have identified the grounds under which I am appealing**
- ☐ **I have enclosed a factual statement outlining my case for appeal**
- ☐ **I have enclosed any relevant independent supporting documentation**

Please complete this form and send it (along with your factual statement and any supporting documentation) by email to: [academic.appeals@CodeClan.com](mailto:academic.appeals@CodeClan.com)

If you are unable to send your appeal electronically, you can send it in by post to:

Academic Appeals  
CodeClan Ltd  
37 Castle Terrace  
Edinburgh  
EH1 2AL