

Policy Document ●●●

# Appeals Procedure

# Introduction

This policy is aimed at any party who wishes to appeal against the results of externally marked assessments and examination results, including their decision to accept or decline requests for reasonable adjustments or special consideration arrangements. For all other complaints regarding a product or service delivered by Reed Business School please refer to our complaints policy which can also be found on our website:

<https://www.reed.com/learning/complaints>

This policy sets out the process that all apprentices and learners should follow when submitting appeals and is also for use by our staff to ensure they deal with appeals in a consistent and timely manner.

## Document Control

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Title: Operations Manager  
Signed:



## **Externally marked assessments and examination results appeals procedure**

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Each Award body operates its own procedures for reviewing marks awarded in an exam. The marking of exams is taken very seriously and therefore errors in the calculation of exam results are very rare. However, if you have failed an exam and believe that this result is not correct, you may request a marks review. To apply for a marks review please refer to the guidelines on the award body website.

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