



## **The Organization for Tourism and Hospitality Management Appeals Procedure**

### **1 Introduction**

- 1.1 This document sets out the procedures of the Organisation for Tourism and Hospitality's (OTHM) policy with respect to student appeals.

The Organisation for Tourism and Hospitality Management (OTHM) makes every effort to ensure that all assessment procedures are carried out properly and fairly.

- 1.2 OTHM has comprehensive and rigorous quality assurance procedures in place for maintaining the standards of its qualifications and their delivery
- 1.3 In the event that these systems are deemed to have failed, an appeal may be made to OTHM. OTHM is committed to ensuring that the services it offers are conducted in an equitable, rigorous and effective manner at all times.
- 1.4 OTHM will endeavor to resolve all problems amicably and efficiently without recourse to the formal appeals procedure; however all appeals, if properly lodged, will be dealt with in an impartial and transparent manner.
- 1.5 The OTHM Appeals Process has been established in line with guidelines issued by the Office of Qualifications and Examinations Regulation (Ofqual).

### **2 Definitions**

- 2.1 An enquiry about a result is any communication which questions, on whatever grounds, the mark awarded to a student or group of students.
- 2.2 A complaint is any communication which records dissatisfaction with examinations procedures and processes, but which does not explicitly question marks awarded.
- 2.3 If a complaint subsequently develops into an enquiry about a result, the matter will be treated as an enquiry about a result from that point onwards.
- 2.4 Students who are dissatisfied with the outcome of a complaint or an enquiry about a result may, if they have grounds for so doing, lodge a formal appeal. An appeal may not be lodged until the appropriate initial stages have been completed.
- 2.5 All communication received by OTHM concerning complaints and enquiries about results are in the first instance reviewed by the Education Director. Where necessary, the Education Director decides, on the basis of the content of the communication, whether the communication is to be treated as a complaint or an enquiry about a result, and co-ordinates and directs the subsequent investigations, processes and response accordingly on behalf of OTHM.
- 2.6 An appeal is a formal request by a student or a named representative from an OTHM provide centre to OTHM to undertake an investigation (on the grounds outlined below) and to arrive at a decision.

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### **3. Grounds and Eligibility for Appeal**

- 3.1 An appeal may be made by individual students or OTHM provide centres:
- 3.1.1 When the systems and procedures are deemed to have failed
  - 3.1.2 On the grounds of maladministration or malpractice
  - 3.1.3 A candidate who appeals against results or against practices and procedures carried out by an OTHM provider centre may only be considered after the centre's own appeals procedure has been exhausted.
  - 3.1.4 Students who achieve a Fail result only in an OTHM examination and believe that the result released is incorrect may commission a review of results.

### **4. Malpractice**

In cases where malpractice is suspected through the nature of an appeal, the Malpractice Policy will be invoked.

### **5. Procedures for registering an Appeal**

- 5.1 An appeal must be submitted in writing to the Education Director within **10 days** of a grievance being identified.
- 5.2 The written appeal must contain the following information:
- Name of person making the appeal
  - Name of student(s) involved in the appeal (if applicable)
  - OTHM Programme(s) being studied by student(s) (if applicable)
  - Year in which student(s) registered for the programme (if applicable)
  - Details of the appeal
  - Grounds or reason for the appeal
  - If the appeal is against an assessment decision, the assessed date and year must be included in the written appeal

### **6. The Appeal Process**

- 6.1 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.

#### **6.2 Enquiry Stage 1 - Clerical Check**

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.

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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.

#### **6.3 Enquiry Stage 2 - Re-mark**

When a re-mark has been authorized, the original script is sent to a second marker who had not been involvement 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.

#### **6.4 Enquiry Stage 3 - Appeal**

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.

#### **6.5 Enquiry Stage 4 - Independent Review**

If an appellant is dissatisfied after receiving the 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.

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

- 6.6 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 the OTHM's board or committees, or an employee or examiner of the awarding body.

- 6.7 **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.

- 6.8 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.

#### OTHM APPEALS PROCESS and FEE CHART

##### **ROUTE ONE - Appeal against results**

<b>Stage</b>	<b>Process applied for</b>	<b>Submission deadline</b>	<b>Response time</b>	<b>Fee</b>
<b>1</b> Enquiry	Clerical Check	2 weeks after receipt of result	Approximately 2 weeks	£50.00
<b>2</b>	Re-mark	1 week after receipt of outcome for Stage 1	Approximately 6 weeks	£50.00 per Unit
<b>3</b>	Appeal against Results	1 week after receipt of outcome for Stage 2	Approximately 3 weeks	£50.00 per Unit
<b>4</b>	Independent Review	1 week after receipt of outcome for Stage 3	N/A	£175.00?
<b>5</b>	Ofqual	N/A	N/A	N/A

##### **ROUTE TWO**

##### **ROUTE TWO - Appeal on grounds of procedural irregularity**

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<b>Stage</b>	<b>Process applied for</b>	<b>Submission deadline</b>	<b>Response time</b>	<b>Fee</b>
<b>1</b> Enquiry	Clerical Check	2 weeks after receipt of result	Approximately 2 weeks	£50.00
<b>2</b>	Appeal on grounds of Procedural Irregularity	1 week after receipt of outcome for Stage 2	Approximately 3 weeks	£50.00 per Unit
<b>3</b>	Independent Review	1 week after receipt of outcome for Stage 3	N/A	£175.00 ?
<b>4</b>	Ofqual	N/A	N/A	N/A

#### **7. Costs, fees and refunds**

The fee for an appeal per unit is £50. If at any of the Enquiry Stages the original result is changed the Organisation for Tourism and Hospitality will reimburse the full Enquiry Stage Fee received.

#### **8. Annual Evaluation**

OTHM will continuously monitor and evaluate the nature, conduct and outcomes of its appeals arrangements. Where a successful appeal identifies failures in the quality systems or procedural failures, OTHM will take remedial action necessary to ensure the integrity of its qualifications. It will report on the operation of its service and share relevant data with the regulatory authorities upon request.

- 9.** All appeals should be made in writing to the address below:  
The Examinations Officer OTHM – APPEALS  
SBC House  
Restmor Way, Wallington  
Surrey, SM6 7AH

This Procedure is in line with regulatory criteria as set out by Ofqual.  
OTHM may vary this policy from time to time, such variations being effective upon their publication.

#### **Outcome of Enquiries about Results**

OTHM will provide written notification to the centre, students or employer of the outcome of the enquiry within the timescales described above.

As a consequence of a change in the final mark the OTHM will:

- (a) Notify the candidate, centre or employer in writing;
- (b) Refund, or make no charge for, the candidate enquiry fee where a grade is raised

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or, in the case of the review and moderation service, refund either the total fee or a proportion of it as appropriate to the circumstances;

(c) Issue a revised statement of results and/or issue a revised certificate where necessary, when the original certificate has been returned.

If the outcome of an enquiry is considered by the OTHM to bring into question the accuracy of the results for other students in that or other sessions, the outcome of the original enquiry will be notified to the OTHM Appeals board and will extend the enquiry to include any other candidates who may have been affected. This is to protect the interests of all students, the integrity of the qualifications.