

Publishing Qualifications Board

Appeals Procedure: Assessment Outcomes

December 2017

Introduction

1. Publishing Qualifications Board (hereinafter PQB) is committed to providing an effective and efficient procedure for responding specifically to a candidate's request for the outcome of an assessment to be reviewed, with regard to the following Self-Study Courses offered by PQB:
 - Basic Proofreading
 - Essential Copy-Editing
 - Creative Copywriting

Request for a review of an assessment outcome

2. All candidates are entitled to submit a formal Appeal to PQB regarding the outcome of an assessment and the grade awarded for an individual assignment or of the grade awarded on completion of a course.
3. The formal Appeal will consist of a review of the candidate's original assessment and the grade awarded, including a review to ensure that the correct procedures were followed by the original assessor and by PQB with regard to the assessment process.

Stage One: Submitting an Appeal

2. Candidates wishing to submit an Appeal against the grading of an assignment or the grade awarded on completion of a course must do so within 14 days of receipt of the disputed outcome.¹
3. The Appeal must be submitted using the PQB 'Appeals Form', stating clearly and concisely on the Form the reason for the Appeal. Appeals sent other than on the Appeals Form will not be considered.
4. The completed Appeals Form should be sent, by post or as an e-mail attachment (pdf format only), to the following addresses respectively:

[by post]

The Publishing Training Centre
Assessment Services
6 Bell Yard
London
WC2A 2JR

[email]

support@pqb.org.uk

5. PQB will acknowledge receipt of the completed Appeals Form, within seven working days of receipt.

Stage 2: The Appeal

6. The PQB Internal Quality Assessor will manage the Appeals process.
7. The process will consist of some or all of the following, according to the nature of the Appeal:
 - Review of answers and the grade awarded for an assignment against the relevant assessment and/or marking schemes, carried out by an assessor not involved in the original assessment;

- Review of the grade awarded on completion of the course;
- The independent assessor to produce a formal statement on the outcome of the review of the grade awarded for an assignment or the grade awarded on completion of the course;
- Investigation of evidence, where supplied by the candidate, of the alleged failure of PQB to follow procedures fairly, properly and consistently such that there was a material deleterious effect on the outcome of the original assessment and grade awarded;
- Ratification by the PQB Internal Quality Assessor of the conclusions of the review of the original grades awarded, and if included the review of adherence by PQB to relevant procedures; and
- Communication in writing of the outcome of the Appeal, ratified by the PQB Chief Executive, to the candidate.

Stage 3: Outcomes and Actions

8. In summary, there are four possible outcomes further to an Appeal being submitted:

Assessment outcomes

- (a) The original grade awarded, either for an assignment or on completion of the course, was correct: the candidate's Appeal is not upheld. No further appeals shall be available to the candidate thereafter in respect of the subject of the original Appeal.
- (b) The original grade awarded, either for an assignment or on completion of the course, was incorrect: the candidate's Appeal is upheld.

Procedures

- (c) The investigation finds that procedures were followed fairly, properly and consistently, in which case no further action will be deemed necessary. No further appeals shall be available to the candidate thereafter in respect of the subject of the original Appeal as it related to PQB procedures.
 - (d) The investigation finds that procedures were not followed fairly, properly and consistently and that this had a material deleterious effect on either the original assessment of an assignment or at the end-of-course, and the grades awarded respectively.
9. In the event of the Appeal being upheld with regard to the original grade awarded either for an assignment or on completion of the course, 9(b) above, PQB shall undertake to amend the candidate's record of achievement accordingly. In this instance if it is also found that PQB failed to follow its relevant procedures fairly, properly and consistently then PQB shall undertake to review its operations to address any agreed shortcomings.
10. In the event of the Appeal not being upheld, 9(a) above, but it being found the procedures were not followed fairly, properly and consistently and that this had a material deleterious effect on the original assessment and grade awarded for either an assignment or on completion of the course, then the candidate shall be offered a further assessment, to be carried out by an assessor within 21 working days of notification to the candidate of the outcome of the Appeal.
11. As far as possible Stage 2 of the Appeal process will be completed within eight weeks of receipt of the original request from the candidate.