

# **RECAO Policy Document Result Enquiries & Appeals**

# Document Reference Table

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<b>Associated Conditions:</b>	I1 & I2
<b>Policy is for the use of:</b>	Current RECAO centres, Centre Staff, Learners and AO Staff. It does not apply to organisations seeking centre approval
<b>Associated Policies:</b>	Centre Handbook, Centre Agreement

Date	Owner	Section	Amendment
			New Document
01/11/2023	SC	Pages 5 & 8	REC Address updated to 20 Queen Elizabeth Street
	SC	Pages 8 & 10	Chief Operating Officer Amended to Chief Standards Officer Director Amended to Director/Senior Manager
12/11/2024	SC	Throughout	Responsible Officer amended to Head of Award Organisation and Responsible Officer
18/12/2024	SC	Title Page Doc Ref Table	Corrected a spelling error, Updated version and date of next review
10/04/2025	SC	Result Enquiry and Appeal Payment Form	Removal of Credit card details section

# Introduction

RECAO is a Regulated Awarding and End Point Assessment Organisation offering qualifications and end point assessments linked to the recruitment sector.

At the RECAO we recognise that on occasion an individual or organisation may disagree with a decision made by us, and we understand how important it is to have a clear enquiry and appeals process to support you in raising your query or concerns.

This document sets out the different appeals processes available to you, the timeframes for response and the fees you can expect to pay.

Where we uphold an appeal, we will refund the associated fee, however, it is important to note that in some cases the overall result can go down as well as up.

If you have any questions or feedback about this document, or the fees we charge, please email [centres@rec.uk.com](mailto:centres@rec.uk.com) in the first instance.

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## Result Enquiry and Appeals Fees at a Glance

Please note that all RECAO fees may be subject to change from time to time. For the latest fee information please refer to the Centre Fees list published on our website <https://www.rec.uk.com/about-the-rec/awarding-organisation>

<b>Result Enquiries</b>	<b>Fee (+VAT)</b>
Clerical Re-Check	£20
Re-mark	£30
Re-mark plus Examiner Report	£100
<b>Appeals</b>	
Stage 1	£90
Stage 2	£200
Stage 3	£400

## Section 1 – Result Enquiries & Fees

For individuals who are unhappy about their result, or believe that their result is incorrect, can apply to the us to either have their examination script (paper) clerically checked, re-marked or to have a full report on their performance.

To request a result enquiry, the learner must submit a fully completed Result Enquiry Request Form to:

By email: [awarding@rec.uk.com](mailto:awarding@rec.uk.com)

By post: RECAO,  
20 Queen Elizabeth Street  
London, SE1 2LS

**Important:** Completed result enquiry request forms, must be received by us no later than **14 days** from the date we issued the learner's results, and payment must accompany the request form.

Unfortunately, we are unable to consider result enquiry request forms either received without payment or after the 14-day time limit.

The RECAO will acknowledge receipt of the request within 3 working days and endeavour to respond to the learner within 21 days of receiving the form.

## Result Enquiries

**1. The RECAO currently offer the following Result Enquiry services:**

### 1.1. Clerical Re-check

This service involves a thorough re-check of the script to ensure the examiner has:

- marked all sections of the script,
- added the marks awarded accurately,
- transferred the marks to the awarding system accurately.
- confirmed that the overall grade awarded reflects the marks achieved.

**Clerical Re-Check Fee: £20 + VAT**

### 1.2. Re-mark

This service involves an examiner, not involved in the initial marking of the script, remarking the entire script against the marking scheme.

The learner will receive a brief outline stating any discrepancies between the original mark and the new mark.

The RECAO will act on this information and award the learner the revised result.

**Important:** It is important to note that whilst our examiners will positively mark learner scripts, on occasion the overall mark and result may be lower than the original mark.

**Re-mark Fee: £30 + VAT**

### **1.3. Re-mark and Report/Project Feedback Report**

In addition to the Re-mark Service listed above, the examiner will also produce a full report on the strengths and weaknesses measured against the learning outcomes.

Project feedback reports will include a full report on the strengths and weaknesses measured against the learning outcomes.

**Important:** It is important to note that whilst our examiners will positively mark learner scripts, on occasion the overall mark and result may be lower than the original mark.

**Re-mark and Report Fee: £100 + VAT**

## **2. Projects**

Submitted projects are subject to marking and independent review as part of the initial marking process and are therefore not eligible for a remark as part of the result enquiry process.

However, a feedback report can be requested through service 1.3.

## **3. Grade Changes**

In the event a result enquiry leads to a change to the original mark/grade, either higher or lower, the new mark/grade will stand.

## **4. Certification**

In the unlikely event a certificate has been issued prior to the result enquiry concluding, and the outcome results in a lower overall grade, the certificate will be rescinded and the result invalidated.

You will be asked to return the certificate to the RECAO for secure destruction.

E-Certificates, where available, will automatically be rescinded.

## **5. Fee Refund**

Where the outcome of the Result Enquiry process results in a positive (higher) change to the mark or assessment decision, fees will be refunded in full.

We will not refund fees where the outcome of the Result Enquiry process results in either the same, or a negative (lower), mark/grade.

## **6. Formal Appeal**

If you remain unhappy with the outcome of the result enquiry process, you may formally appeal the decision using the Appeals Process on page 7 of this document.

Please be aware that the appeals process is subject to additional fees.

## Section 2 – Formal Appeals Process & Fees

Where an individual or organisation has concerns, we would normally try to resolve the issue using an informal approach, however, this is not always possible and this section sets out the grounds for making a formal appeal, how to apply and the process that will be followed when we consider an appeal.

### 1. Types of Appeal

Appeals may relate to:

#### 1.1. Approved and/or Accredited Centres

- Decisions concerning an application to offer specific RECAO qualifications,
- The content of a report issued by RECAO,
- The application of a specific sanction(s) or action(s) as a result of a monitoring visit or an investigation into malpractice or maladministration,
- A decision following an investigation into a complaint,
- Irregularities in the conduct of assessments, whether identified by the Learner, Invigilator, Centre, RECAO or other third party,

#### 1.2. Learners

- Access arrangements, including Reasonable Adjustments and Special Consideration,
- Procedures relating to question setting, marking, moderation or awarding,
- Appeals regarding learners who feel that the venue in which the qualification/EPA was conducted had disadvantaged them,
- The decision to amend or withdraw a learner's result(s) following an investigation into Centre, Learner, Examination irregularities, malpractice, or maladministration,
- Learners who have a complaint about their provider or employer and have exhausted the provider's own appeals process, or are unable to access the process,
- Assessment decisions that require(d) a re-assessment that has not been covered within Section 1 – Result Enquiries and Fees.

#### 1.3. Grounds for Refusal of an Appeal

The following are not accepted as grounds for an appeal:

- Claims of being unaware of, or not understanding, RECAO rules and regulations,
- Requests for a further review of marking,
- Requests for a further review of a declined application for Centre Approval,
- The appeals process has already been concluded and exhausted.

## 2. Appeal Stages

### Stage 1

A stage 1 appeal will involve the review of the case by an RECAO Manager who has had no previous involvement and has appropriate expertise.

The investigation will not be concerned with making judgements about a Learner's work and does not include further re-marking. Although this may be arranged if the investigation finds that procedures have not been followed satisfactorily.

### Stage 1 Fee £90 + VAT

### Stage 2

A stage 2 appeal can only be instigated once the stage 1 appeal process has been completed.

The stage 2 appeal involves the hearing of the case by a panel convened by the RECAO. The panel will consist of a minimum of three members, The Head of Award Organisation and Responsible Officer, who will chair the panel, The Chief Standards Officer and another Director/Senior Manager with appropriate knowledge and expertise.

### Stage 2 Fee £200 + VAT

### Stage 3

A stage 3 appeal can only be instigated once the stage 1 and stage 2 appeals processes have been completed.

The stage 3 appeal involves independent review and would involve one or more independent individuals who have not been involved in the case previously and have not been at any time during the past seven years a member of the RECAO, or an employee or examiner of the RECAO.

### Stage 3 Fee £400 + VAT

Once all stages have been completed the appellant has the right to contact the qualification regulator Ofqual.

Full details of each appeals stage can be found below

## 3. How to Raise an Appeal

Anyone wishing to raise a formal appeal must lodge their appeal, in writing, within **10 working days** of the date of issue of the RECAO notification, outcome or decision.

**Important:** The 10-working day deadline applies to all appeal stages. Appeals received outside of this deadline will not be considered.

The individual wishing to raise the appeal should write in the first instance to the RECAO, clearly marking it as an appeal to:

By email: [awarding@rec.uk.com](mailto:awarding@rec.uk.com)

By post: RECAO,  
20 Queen Elizabeth Street  
London, SE1 2LS



Please ensure the following information is included in your appeal:

- Which appeal stage is being requested,
- Name of the person making the appeal,
- Contact details, telephone, e-mail and address,
- Learner name (if different) as registered with us,
- Unique Learner Number (ULN), where applicable,
- Learning Provider/Centre Name, address and centre number, if known,
- The preferred address, email and physical, to which correspondence relating to the appeal should be sent, if different to the above,
- A detailed explanation as to the reasons for the appeal, your expectations and relevant supporting evidence.
- The appropriate fee for the appeal stage.

Failure to provide full details of the appeal and supporting evidence may result in the appeal being rejected due to insufficient information.

#### **4. What happens next?**

##### **1. Stage 1 Appeals**

Stage 1 Appeals must be received within 10 working days of notification of the results or outcome.

Once we have received your stage 1 appeal and payment, we will normally acknowledge receipt within three working days of receipt.

Where reasonably practicable, the The Head of Award Organisation and Responsible Officer will appoint an RECAO Manager, who has not previously been involved in the case or decision-making process, to review the details of the appeal and all associated documentation.

The appointed person will review the content of the appeal and any supporting evidence against the original documentation, any case notes and relevant policies, processes, and procedures.

However, it is important to note that whilst the review will specifically look at associated documentation, it is not designed to re-hear the matter in its entirety. The Manager is there to form a view as to whether the decision being appealed was correct at the time the judgement decision was taken, and whether there has been a failure within any of the associated processes which led to an incorrect judgement being made.

The Manager responsible for the review can make one of the following determinations:

- To Uphold the complaint
- To Reject the complaint

We endeavour to complete all Stage 1 Appeals within 20 working days of receipt; however, this is determined by the level of detail included in the appeal and whether it is necessary to undertake formal interviews or site visits.

##### **2. Stage 2 Appeals**

Once the Stage 1 Appeals process has been exhausted, a Stage 2 Appeal may be requested.

Stage 2 Appeals must be submitted made in writing, received within 10 working days of notification of the outcome of the appeal, and include the information set out in section 3 of this document, plus any supporting evidence and payment. We will normally acknowledge receipt within three working days of receipt.

The stage 2 appeal involves the hearing of the case by a panel convened by the RECAO.

The panel will consist of a minimum of three members, The Head of Award Organisation and Responsible Officer, who will chair the panel, The Chief Standards Officer and another Director/Senior Manager with appropriate knowledge and expertise. A secretary will also be appointed to ensure an accurate record of the meeting.

The role of the panel is to review the content of the appeal and any supporting evidence against the Stage 1 appeal decision. Original documentation, case notes and relevant policies, processes, and procedures will be available to the panel, however, it is important to note that the review is not designed to re-hear the matter in its entirety.

The panel are there to form a view as to whether the decisions being appealed were correct at the time the judgements were taken, and whether there has been a failure within any of the associated processes which led to incorrect judgements being made.

The panel responsible for the review can make one of the following determinations:

- To Uphold the complaint.
- To Reject the complaint.

We endeavour to complete all Stage 2 Appeals within 30 working days of receipt; however, this is determined by the level of detail included in the appeal and whether it is necessary to undertake formal interviews or site visits.

### **3. Stage 3 Appeals**

Once both the Stage 1 and 2 Appeals processes have been exhausted, a Stage 3 Appeal can be requested.

Stage 3 Appeals must be made in writing, received within 10 working days of notification of the outcome of the appeal, and include the information set out in section 3 of this document, plus any supporting evidence and payment. We will normally acknowledge receipt within three working days and provide an indication as to period when the hearing will be heard.

The Stage 3 Appeal involves independent review and would involve one or more independent individuals who have not been involved in the case previously and have not been at any time during the past seven years a member of the RECAO, or an employee or examiner of the RECAO.

Once a Stage 3 Appeal has been received, The RECAO will appoint an independent reviewer. This person will generally be an individual external to the REC and RECAO, but who will have a background within the Awarding Sector.

The independent person will be provided with full details of the case in advance of the hearing to ensure that they are conversant with the appeal.

The hearing will consist of the Independent Reviewer, who will act as Chair for the meeting, at least one other person who is independent of the RECAO and a secretary, who will be appointed by the RECAO for the review hearing to ensure an accurate record of the hearing.

The RECAO Responsible Officer, or an appointed alternative, will be present and represent the Awarding Organisation.

The RECAO will invite the appellant to appear in person giving **not less than 21 days' notice** of the date of the independent review hearing.

**Important:** Given the nature of the Stage 3 Appeal, the date of the hearing will be solely determined by the availability of the Independent Reviewer.

The appellant may be accompanied by a colleague, relative or friend but not by any legal representation. In the absence of the Candidate or Centre Manager, the Independent Review will proceed based on the available written evidence.

The role of the independent review is to review the content of the appeal and any supporting evidence against the Stage 1 and Stage 2 Appeal decisions. Original documentation, case notes and relevant policies, processes, and procedures will be made available to the Independent Reviewer, however, it is important to note that this hearing is not designed to rehear the matter in its entirety.

The Independent Reviewer(s) is there to form a view as to whether the decisions being appealed were correct at the time the judgements were taken, and whether there has been a failure within any of the associated processes which led to incorrect judgements being made, specifically whether the RECAO has:

- used procedures in a consistent way, that meets with regulatory requirements.
- applied the procedures properly and fairly in arriving at a particular judgement(s).
- disadvantaged Candidates by a failure to apply the correct procedure.

The panel responsible for the review can make one of the following determinations:

- To Uphold the complaint
- To Reject the complaint

We endeavour to complete all Stage 3 Appeals within 60 working days of receipt; however, this is determined by the level of detail included in the appeal and whether it is necessary to undertake further formal interviews, hearings, or site visits.

The Independent Reviewer's decision is final and no further correspondence on the matter will be entered into.

## Section 3 Outcomes

Once the appeals process has been completed, we will write to the appellant setting out the outcome of their appeal and any next steps as appropriate.

### 1. Successful Appeals

If at any stage of the appeals process, we find in favour of the Candidate or Centre, the RECAO will:

- refund to the Candidate or Centre (as appropriate) with any fees paid in relation to their result enquiry or appeal.
- issue a new certificate (where appropriate).
- where the outcome of an appeal brings into question the accuracy of other results, take all necessary steps to ensure that no other Learner has been disadvantaged by the issue.
- where the outcome of an appeal identifies a failure in its policies or procedures, undertake a systematic review of procedures and take all necessary steps to ensure the failure does not reoccur in the future

The RECAO will also take steps to protect the interests of all Candidates and Centres, and the integrity of the qualification. This will involve identification of any other Learners who have been affected by the failure and correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure, and ensure that the failure does not reoccur in the future.

**Important:** In some instances, appeals relating to a candidate's results may be upheld, but either no change is made to the overall result, or the overall result is deemed to be lower than the original mark.

In extreme cases this could result in a change of result from Pass to Fail.

## **2. Unsuccessful Appeals**

If at any stage the outcome of the appeal is not upheld, no changes will be made to the decision.  
Fees for unsuccessful appeals are non-refundable.

## **3. Next Step**

Any Candidate or Centre, who has exhausted this Result Enquiries and Appeals process, and remains unhappy with the outcome may contact our Qualifications Regulator, Ofqual.

For more information about Ofqual please visit: <https://www.gov.uk/government/organisations/ofqual>

Contact Details:

Ofqual

Earlsdon Park

53-55 Butts Road

Coventry

CV1 3BH

Email: [public.enquiries@ofqual.gov.uk](mailto:public.enquiries@ofqual.gov.uk)

Telephone: 0300 303 3344

## Section 4 Result Enquiry & Appeal Payment Form

Please fully complete the following information, for appeals, this form should be returned at the same time as your appeal letter.

Candidate Details					
Full Name					
Candidate Number or Date of Birth where candidate number is unknown					
Centre Name					
REC Qualification Result Enquires Only					
Level 2 Certificate in Recruitment Resourcing*		<input type="checkbox"/>			
Level 3 Certificate in Recruitment Practice*		Full Qualification <input type="checkbox"/> Unit 3-1 <input type="checkbox"/> Unit 3-4 <input type="checkbox"/> Unit 3-2 <input type="checkbox"/> Unit 3-5 <input type="checkbox"/> Unit 3-3 <input type="checkbox"/> Unit 3-6 <input type="checkbox"/>			
Level 3 Certificate in In-House Recruitment Practice*		Full Qualification <input type="checkbox"/> Unit 3-1 <input type="checkbox"/> Unit 3-4 <input type="checkbox"/> Unit 3-2 <input type="checkbox"/> Unit 3-5 <input type="checkbox"/> Unit 3-3 <input type="checkbox"/> Unit 3-6 <input type="checkbox"/>			
Level 4 Diploma in Recruitment Management*		Unit 4-1 <input type="checkbox"/> Unit 4-6 <input type="checkbox"/> Unit 4-2 <input type="checkbox"/> Unit 4-7 <input type="checkbox"/> Unit 4-3 <input type="checkbox"/> Unit 4-8 <input type="checkbox"/> Unit 4-4 <input type="checkbox"/> Unit 4-9 <input type="checkbox"/> Unit 4-5 <input type="checkbox"/> Unit 4-10 <input type="checkbox"/>			
Level 5 Diploma in Recruitment Leadership*		Unit 5-1 <input type="checkbox"/> Unit 5-7 <input type="checkbox"/> Unit 5-2 <input type="checkbox"/> Unit 5-8 <input type="checkbox"/> Unit 5-3 <input type="checkbox"/> Unit 5-9 <input type="checkbox"/> Unit 5-4 <input type="checkbox"/> Unit 5-10 <input type="checkbox"/> Unit 5-5 <input type="checkbox"/> Unit 5-11 <input type="checkbox"/> Unit 5-6 <input type="checkbox"/>			
Appeals Only					
<b>Appeal*</b> Important: You can only progress to a higher appeal stage once previous appeal stage has been completed		Stage 1 <input type="checkbox"/> Stage 2 <input type="checkbox"/> Stage 3 <input type="checkbox"/>			
Payment Details					
Total Fees	£	VAT	£	Total to Pay	£
Payment Method					
<b>Credit/Debit Card*</b> We will email a payment link to you		<input type="checkbox"/>		<b>Cheque*</b> Cheques should be made payable to 'REC'	
				<input type="checkbox"/>	
Declaration					
I understand what each service requested consists of and accept that uptake of these services can result in grades being lowered as well as increased. I further understand that payment made will be returned if I am successful in my appeal.					
Name:		Signature		Date	

\*Please tick as applicable