

AAT Enquiries and Appeals Procedure

September 2021

AAT Enquiries and Appeals Procedure

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Introduction

1.1 AAT has robust quality assurance procedures in place to ensure that your results are correct and are an accurate reflection of your performance. However, you (or your Training Provider or Employer acting on your behalf) can ask AAT to review your result, using the Enquiries and Appeals procedure, if you:

- have reason to believe that your result and / or percentage score for an assessment, or your overall grade and / or percentage score for a graded qualification or apprenticeship End Point Assessment (EPA), is not an accurate reflection of your performance
- disagree with decisions made regarding Reasonable Adjustments or Special Considerations for an assessment you have taken (where an application for Reasonable Adjustments or Special Considerations has been made to AAT)
- disagree with a result of an assessment carried out by your Training Provider.

A Training Provider or an Employer can also use the procedure to make an enquiry for a group of students who took the same assessment within a seven-day period.

Note that if you are an apprentice making an enquiry or appeal in relation to an EPA, you must always submit this through your Training Provider or Employer.

1.2 If your assessment was originally marked by your Training Provider, or a decision regarding the application of Reasonable Adjustments was made by your Training Provider / Assessment Venue following the guidance provided by AAT, you must go through their appeals procedure before submitting an application to AAT. AAT will not accept an application unless all stages of your Training Provider / Assessment Venue's appeals procedure has been exhausted and this can be evidenced in your application to AAT.

1.3 There are two stages to the Enquiries and Appeals procedure – Stage 1 (Review) and Stage 2 (Appeal). A Stage 1 review must be completed before a Stage 2 appeal can be requested, except in the case of Malpractice Review Panel (MRP) decisions (see 1.4 below).

At Stage 1, there are two types of review that can be requested – a Basic Review or a Full Review. The purpose and a description of the process for a Basic Review or a Full Review is given in Section 2 and Section 3 respectively. The purpose and a description of the process for a Stage 2 Appeal is given in Section 4.

Please bear in mind that your mark or grade can go up or down as a result of either a Basic or a Full review.

1.4 Students (and staff at Training Providers or Assessment Venues) can also use the Enquiries and Appeals procedure to make an appeal against an MRP decision, regarding actions to be taken against them following an investigation into malpractice or maladministration. Only Stage 2 of the procedure will apply in these circumstances. A description of the process for appeals relating to MRP decisions is given in Section 5.

1.5 This document explains the responsibilities of students and Training Providers / Employers, and what AAT will do following the receipt of an application at each stage. An overview of the Enquiries and Appeals procedure is also given in Appendix A.

1.6 This document covers assessments on both regulated and non-regulated AAT qualifications. All aspects of the Enquiries and Appeals process are the same for both regulated and non-regulated qualifications, with the exception of Section 6, which details further information about the process following the outcome of an Appeal decision for a regulated qualification.

Please read this document carefully before making an application.

Stage 1: Basic Review

- 2.1 A Basic Review may be requested if you think an error has been made in:
- calculating your assessment result and / or, for graded qualifications or EPAs, your assessment percentage score, qualification grade and / or qualification percentage score
 - making decisions about the application of Reasonable Adjustments or Special Consideration (where an application for Reasonable Adjustments or Special Considerations has been made to AAT).
- 2.2 As part of a Basic Review, AAT will check that all marks have been taken into consideration and that your assessment result and, if applicable, percentage score has been calculated and issued correctly. If you have completed a graded qualification or an EPA, AAT will check to ensure that the overall grade and percentage score are correct. If you are concerned about a decision relating to the application of Reasonable Adjustments or Special Consideration, AAT will check that the decision was appropriate and that any allowances (if applied) were correct. Remember that your mark or grade can go up or down as a result of a Basic Review.
- Please note that a Basic Review does not include any consideration of your answers in the assessment; this is only undertaken if you request a Full Review (see Section 3).
- 2.3 You (or your Training Provider or Employer acting on your behalf) may request a Basic Review by completing and submitting Form EA1A. Ensure you tick the box marked 'Basic Review' against 'Type of Review' in Section 1 of the form.
- 2.4 Your form, along with the required payment, should be received by AAT within 10 business days of the publication of your result or grade. If the form and payment is not received within this timescale, AAT may not be able to process your request. The current fee along with further information about completing and submitting application forms is given in Section 7.
- 2.5 Please note that results for wholly computer marked assessments are available the same day. Results for assessments that are either partly or wholly human marked can take up to six weeks to be published.
- 2.6 Please provide a supporting statement in Section 3 of the form, which clearly indicates why you think errors might have occurred in calculating your result and / or percentage score for an assessment, or the overall grade and / or percentage score for a graded qualification or EPA. If you are concerned about decisions relating to the application of Reasonable Adjustments or Special Consideration (if applicable), please state why and provide supporting evidence. If appropriate, include details of any AAT assessment policies and / or processes that you think have not been followed in arriving at decisions relating to the outcome of your assessment.
- 2.7 If your enquiry relates to an assessment (this includes EPA components), AAT will ensure that the outcome reported to you is correct by checking that:
- if applicable, decisions about Reasonable Adjustments were applied correctly and in accordance with AAT procedures, and providing an application was made before the assessment took place
 - all available marks have been taken into consideration, including any applied through the application of Special Consideration (if applicable)
 - your result has been calculated and issued correctly
 - the automatic feedback statement on your MyAAT account (or other communication sent to you) is an accurate reflection of your result.

- 2.8 If your enquiry relates to a graded qualification (or EPA) and you have successfully completed all required assessments, AAT will in addition to the checks in 2.7 above, ensure that:
- the totals for the results contributing to the grade calculation are correct
 - the grade calculation is correct
 - the overall qualification percentage score is correct.
- 2.9 If Special Consideration has already been applied by AAT before your result was released, no additional consideration can be given for the same reason(s). However, if you are concerned about decisions made in the application of Reasonable Adjustments or Special Consideration, AAT will ensure that those decisions were appropriate.
- 2.10 Please note that AAT will not review responses on assessment scripts or undertake any further detailed investigation as part of a Basic Review. If you require a more detailed review including a review of human marked tasks, you should request a Full Review (see Section 3).

Note: You do not need to request a Basic Review before requesting a Full Review.

- 2.11 AAT will communicate the outcome of the Basic Review by e-mail within 10 business days from the date AAT receive your completed application and payment. The outcome of the Basic Review will be sent to the person who submitted the original application.
- 2.12 If any errors are identified during the review, AAT will arrange for the appropriate adjustments to be made and will refund the Basic Review fee in full.

Group Reviews

- 2.13 You may request a Basic Review for a group of results, for the same reasons given in section 2.1.
- 2.14 A Training Provider or Employer may request a Basic Review of results for a group of two or more students who took the their assessment within a seven day period, if there is cause to believe that similar errors have been made in respect of results for all students in that group, or if the collective performance of the students in the assessment is significantly out of line with predictions.
- 2.15 Form EA1B should be completed for group applications. Ensure you tick the box marked 'Basic Review' against 'Type of Review' in Section 1 of the form and complete all other sections as fully as possible, following the instructions given in paragraphs 2.4 and 2.6 (above).
- 2.16 For group requests, Form EA1B must be received by AAT within 10 business days of the date of the earliest result within the group.
- 2.17 The fee for a group Basic Review is the same per student / assessment as for individual reviews (see Section 7).
- 2.18 AAT will review the specified results / assessments of all students in the group, in accordance with paragraphs 2.7 – 2.11 (above). If errors are identified in the results for any students in the group, appropriate adjustments will be made to their results and a refund of the review fee will be given for each student concerned.

Stage 1: Full Review

3.1 A Full Review should be requested:

- if you are unhappy with the outcome from a Basic Review (See Section 2); or
- for the same reasons as a Basic Review, with the addition of a more detailed review of your assessment script, including a review of any human marked tasks.

3.2 As part of a Full Review, AAT will include all the checks that are made for a Basic Review, unless a Basic Review has already been undertaken. In addition, AAT will conduct a detailed review of your assessment and provide feedback on your performance in each task. Human marked tasks taken as part of a Computer Based Assessment will be reviewed by someone who was not involved in the original marking. Remember that your mark or grade can go up or down as a result of a Full Review.

Note: A Basic Review does not need to be completed before a Full Review is requested.

3.3 You (or your Training Provider or Employer acting on your behalf) can ask AAT to carry out a Full Review by completing Form EA1A. Ensure that you tick the box marked 'Full Review' against 'Type of Review' in Section 1 of the form. If a Basic Review has already been carried out, please include the reference quoted by AAT in the Basic Review outcome notification in the 'Reference number' field in Section 1.

3.4 Your form, along with the required payment, should be received by AAT, either:

- within 10 business days of being notified of the outcome of a Basic Review (if completed); or
- within 10 business days of the publication of your result or grade.

If your form is not received within this timescale, AAT may not be able to process your request. The current fee along with further information about completing and submitting forms is given in Section 7.

3.5 Please note that results for wholly computer marked assessments are available the same day. Results for assessments that are either partly or wholly human marked can take up to six weeks to be published.

3.6 Please provide a supporting statement in Section 3 of the form, which clearly states, as appropriate, why you are unhappy with the outcome of the Basic Review (if one has been completed), and why you think your result is not a fair reflection of your performance. If you are concerned about decisions relating to the application of Reasonable Adjustments or Special Consideration (if applicable), please state why and provide relevant supporting evidence. Please note that an application for Reasonable Adjustments or Special Considerations must have been made to AAT. If appropriate, include details of any AAT assessment policies and / or processes that you think have not been followed in arriving at decisions relating to your assessment.

3.7 For all assessments, AAT will carry out a Basic Review (see Section 2 above), unless one has already been completed. In addition, AAT will arrange for a more detailed review to be undertaken as follows:

For all assessments, excluding portfolio / reflective components of EPAs, AAT will:

- refer all computer-marked tasks to a Senior Examiner for review
- refer all human marked tasks to a Senior Examiner (i.e. not the original marker) for review
- obtain written feedback from a Senior Examiner on your performance.

For portfolio / reflective components of EPAs, AAT will:

- carry out additional checks to ensure that due process was followed before, during and after the assessment took place
- obtain written feedback from the Chief Independent Assessor on your performance.

For assessments that were marked by the Training Provider, AAT will instruct an independent subject matter expert to:

- check the outcome reported to you is correct
- check that the Training Provider followed their procedures
- review your performance in the assessment
- provide you with basic feedback on your performance in the assessment.

- 3.8 AAT will communicate the outcome of the review to you by e-mail within 20 business days (four weeks) from the date AAT receive your completed application and payment, along with feedback from the Senior Examiner, as appropriate. Please note that copies or extracts from assessment scripts will **not** be provided to you at any stage of the Enquiries and Appeals procedure, as this could compromise the security of live assessments. The outcome of the Full Review will be sent to the person who submitted the original application.
- 3.9 If the outcome of the review identified any errors that affected the marking of your result or the decision relating to the application of Reasonable Adjustments or Special Consideration, AAT will arrange for the appropriate adjustments to be made and will refund all review fees in full.

Group Reviews

- 3.10 You may request a Full Review for a group of results, for the same reasons given in section 3.1.
- 3.11 A Training Provider or Employer may request a Full Review of results for a group of two or more students who took their assessment within a seven day period, if there is cause to believe that similar errors have been made in respect of results for all students in that group, or if the collective performance the students in the assessment is significantly out of line with predictions.
- 3.12 Form EA1B should be completed for group applications. Ensure you tick the box marked 'Full Review' against 'Type of Review' in Section 1 of the form and complete all other sections as fully as possible, following the instructions given in paragraphs 3.4 and 3.6 (above). If a Basic Review for any of the students has already been completed, please remember to provide the reference(s) quoted by AAT in the Basic Review outcome in the 'Reference number' field in Section 1.
- 3.13 For group requests, Form EA1B must be received by AAT within 10 business days of the date of the earliest result within the group or of the date of being notified of the outcome of the Basic Review.
- 3.14 The fee for a group Full Review is the same per student / assessment as for individual reviews (see Section 7).
- 3.15 AAT will review the specified results of all students / assessments in the group, in accordance with paragraphs 3.7 – 3.8 (above). If errors are identified resulting in adjustments for any students in the group, appropriate adjustments will be made, and a refund of the review fee will be given for the students concerned. If a discounted fee was charged for a group of 10 or more students, the refund will be proportionate to the fee paid and the number of students for whom adjustments are made.

Stage 2: Appeal of Stage 1 Review (Basic or Full)

- 4.1 After receiving the outcome of your Stage 1 Review (Basic or Full), you (or your Training Provider or Employer acting on your behalf) may submit an Appeal if you:
- are still not satisfied that your result for an assessment, and / or where applicable, the assessment percentage score, overall grade and / or percentage score for a graded qualification or EPA, has been calculated correctly; and / or
 - are not satisfied that all aspects of your performance in the assessment were fully considered in reaching a decision; and / or
 - feel that all or part of your complaint has not been answered; and / or
 - feel that AAT did not follow due process in arriving at a decision.
- 4.2 If you decide to submit an Appeal, you (or your Training Provider or Employer acting on your behalf) should complete and return Form EA2A to AAT, along with the relevant fee, within 10 business days of receiving the Stage 1 outcome. Ensure you tick the box marked 'Stage 1 outcome' against 'Type of Appeal' in Section 1 of the form and provide the reference number that was given to you by AAT with the Stage 1 outcome notification. If your form is not received within 10 business days, we may not be able to process your request. The current fee along with further information about completing and submitting forms is given in Section 7.
- 4.3 In Section 3 of the form, you should clearly state why you are appealing the outcome of the Stage 1 review and provide any additional supporting evidence that you would like AAT to consider. In particular, please state:
- why you think your result and / or percentage score for an assessment, or the overall grade and / or percentage score for a graded qualification or EPA, has not been calculated correctly; and / or
 - any aspects of your performance in the assessment that you think have still not been considered in reaching a decision in your assessment; and / or
 - any parts of your enquiry that have not been answered; and / or
 - any aspects of AAT's process that you feel were not followed correctly.
- 4.4 Please note that you may submit a Stage 2 Appeal if you are not happy with the outcome of either a Basic Review, or a Full Review at Stage 1. However, the Appeal will only consider whether due process was followed at Stage 1 and so we do recommend that a Full Review is carried out at Stage 1 before you consider proceeding to Stage 2.
- 4.5 Upon receiving your Appeal, a Senior Officer at AAT will review your application and:
- collate all the information and documents relevant to your case
 - review the process followed in your case against the procedures
 - refer the Appeal, with all supporting documentation, to the Appeals Panel.
- 4.6 The Appeals Panel will consist of a minimum of three members:
- the Head of Awarding Operations and Compliance at AAT (acting as Chair)
 - an independent member of AAT staff who was not associated with the original investigation
 - an independent member who is not an employee of AAT, a marker or an assessor working for it, or otherwise connected to it.
- 4.7 The Appeals Panel will conduct a thorough review of your concerns and will, in particular:
- check all aspects of the review(s) carried out at Stage 1
 - check that all AAT procedures have been followed correctly.

- 4.8 The Appeals Panel will consider and respond to your Appeal within 30 business days (**six weeks**) of receiving your completed application and payment. The outcome of the Stage 2 Appeal will be notified in writing to the person who submitted the Appeal application.
- 4.9 If any errors are identified as part of your Appeal that affected the marking, results or the decisions relating to the application of Reasonable Adjustments or Special Consideration, AAT will arrange for the appropriate adjustments to be made and refund all fees paid in connection with the Enquiries and Appeals procedure.

Group Appeals

- 4.10 You may request a Stage 2 Appeal for a group of assessments that have been through the Basic and / or Full Review for a group of results, for the same reasons given in section 4.1.
- 4.11 Training Providers or Employers may request a Stage 2 Appeal for a group of two or more students / assessments that have been through the Basic and / or Full Review.
- 4.12 Form EA2B should be used for group applications. Please ensure you tick the box marked 'Stage 1 outcome' against 'Type of Appeal' in Section 1 of the form and provide the reference number that was given to you by AAT with the Stage 1 outcome notification.
- 4.13 The Appeal for all students / assessments within the group must be made within 10 business days of receiving the outcome of the Stage 1 Review for all students/assessments.
- 4.14 The fee for a group Appeal is the same per student / assessment as for individual appeals (see Section 7).
- 4.15 If the Stage 2 Appeal is upheld for one or more of the students / assessments in the group, appropriate adjustments will be made, and a full refund of review and appeal fees will be made for the students concerned.

Stage 2: Appeal of MRP Decision

- 5.1 After receiving the outcome of your Malpractice Review Panel (MRP) hearing, you may submit an Appeal if you:
- are not satisfied that all aspects of your case were considered in reaching a decision during the original review
 - feel that all or part of your statement / evidence was not taken into consideration
 - feel that AAT did not follow due process in arriving at a decision.
- 5.2 You (or your Training Provider or Employer acting on your behalf) should complete and return Form EA2A to AAT, along with the relevant fee, within 10 business days from the date of the MRP decision notification. Ensure you tick the box marked 'MRP decision' against 'Type of Appeal' in Section 1 of the form and provide the reference number that was given to you by AAT with the MRP outcome notification. If your form is not received within this timescale, we may not be able to process your request. The current fee along with further information about completing and submitting Form EA2A is given in Section 7 below.
- 5.3 In Section 3 of Form EA2A, you should clearly state why you are appealing the MRP decision and provide any additional supporting evidence that you would like AAT to consider. In particular, please state:
- any aspects of your case that you feel were not considered in reaching a decision during the original review
 - any parts of your statement / evidence that you feel were not taken into consideration
 - any aspects of AAT's process that you feel were not followed correctly.
- 5.4 A Senior Officer at AAT will review your application and:
- collate all the information and documents relevant to your case
 - review the process followed in your case against the procedures
 - refer your Appeal, with all supporting documentation, to the Appeals Panel.
- 5.5 The Appeals Panel will consist of a minimum of three members:
- the Head of Awarding Operations and Compliance at AAT
 - an independent member of AAT staff who was not associated with the original investigation or Malpractice Review Panel
 - an independent member who is not an employee of AAT, a marker or an assessor working for it, or otherwise connected to it.
- 5.6 The Appeals Panel will conduct a thorough review of your case and, in particular, will check:
- all relevant evidence has been taken into consideration by the MRP in arriving at a decision
 - any sanctions or disciplinary action has been applied correctly and fairly, in line with published guidelines
 - all AAT procedures have been followed correctly.
- 5.7 The Appeals Panel will consider and respond to your appeal within 30 business days (**six weeks**) of receiving your completed application and payment. The outcome of the Stage 2 Appeal will be notified in writing to the person who submitted the application.
- 5.8 If your Appeal is upheld, AAT will confirm any actions to be taken or changes that are to be made to the original MRP decision and will arrange for the Appeal fee to be refunded in full.
- 5.9 Please note that appeals against the MRP outcome can only be submitted for individual results.

If you are not satisfied with the Appeal outcome

- 6.1 If you are not satisfied with the outcome of your Appeal and the assessment forms part of a regulated qualification (excluding EPAs), you can refer your complaint to the relevant regulatory authority:
- Ofqual (England)
<https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>
 - Qualification Wales
<http://qualificationswales.org/regulation/complaints/?lang=en>
 - Council for the Curriculum, Examinations & Assessment (CCEA) (Northern Ireland)
<https://ccea.org.uk/regulation/information-awarding-organisations/make-appeal-regulator>
 - Scottish Qualification Authority Accreditation Division (SQA Accreditation)
<http://www.sqa.org.uk/sqa/25071.html>
- 6.2 For an assessment that forms part of an EPA or non-regulated qualification, the Appeal Panel decision is final and there is no further escalation route.

Application forms and fees

7.1 The application forms that should be completed for each stage of the Enquiries and Appeals procedure are included at Appendix B and are as follows:

- **Form EA1A** – Stage 1: Basic or Full Review (Individual)
- **Form EA1B** – Stage 1: Basic or Full Review (Group)
- **Form EA2A** – Stage 2: Individual Appeal (for Stage 1 or MRP decision)
- **Form EA2B** – Stage 2: Group Appeal (for Stage 1)

A separate form (and fee) is required for each assessment or qualification.

7.2 Training Providers or Employers that make an enquiry on behalf of a student or group of students are responsible for ensuring that:

- consent is given by the student(s) to complete and sign the application form on their behalf
- all students are aware of the Enquiries and Appeals procedure and timelines.

Note: Apprentices are required to always submit enquiries and appeals through their training provider or Employer.

7.3 Application forms must be completed in full, signed (by hand or electronically) and e-mailed to assessment.operations@aat.org.uk. AAT is not currently able to accept applications by post.

7.4 If an application form has not been signed, it cannot be processed by AAT and will be returned to the applicant for signature. Application forms may be accepted with a typed name in the signature box as long as the name and email address that it is sent from exactly matches a corresponding name and email address that is registered with AAT.

7.5 The current fees (from 1st September 2021) for each stage of the Enquiries and Appeals procedure are as follows:

Stage 1: Basic Review	£17 per student, per assessment
Stage 1: Full Review	£37 per student, per assessment
Stage 2: Individual Appeal (for Stage 1 or MRP decision)	£130 per student, per assessment

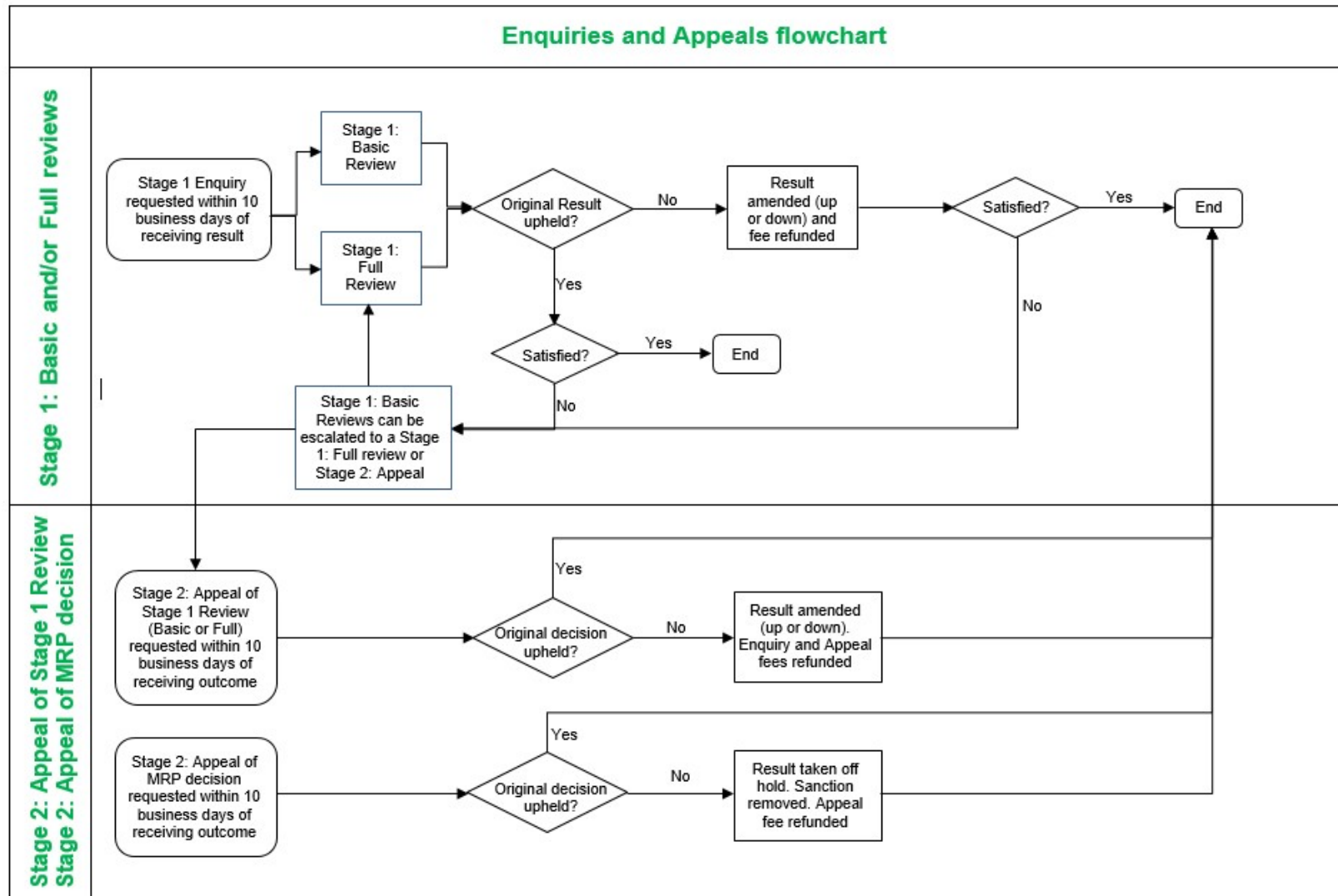
7.6 Within five business days of receiving your application form, AAT will acknowledge receipt and raise an invoice for payment. Payment of the invoice is required before your application can be processed.

7.7 Students can settle their invoice by bank transfer or Bank Card, by logging in to their MyAAT account or by contacting our Customer Services Team on +44 (0)20 3735 2468.

7.8 Training providers can settle their invoice by bank transfer or by contacting the Finance team on +44 (0)20 7397 3117 or the Customer Services team on the number above to pay by Bank Card.

7.9 Once payment has been received, AAT will process your application and notify you accordingly.

Appendix A: Overview of the Enquiries and Appeals procedure



Appendix B: Application forms

Form EA1A – Stage 1: Basic or Full Review (Individual)

Form EA1B – Stage 1: Basic or Full Review (Group)

Form EA2A – Stage 2: Individual Appeal (for Stage 1 or MRP decision)

Form EA2B – Stage 2: Group Appeal (for Stage 1 decision only)

Form EA1A – Stage 1: Basic or Full Review (Individual)

Please read the Enquiries and Appeals procedure before completing. All sections are mandatory.

Please note that if you are requesting a Full Review your personal data from Sections 2 and 3 will be sent to the Senior Examiner.

Section 1 – To be completed by the person making the request

Name		
Address		
Phone number		
Email address		
Organisation*		
Type of Review**	<input type="checkbox"/> Basic Review	<input type="checkbox"/> Full Review
Reference number (if Basic Review already completed)		

**If submitting on behalf of your student(s) / employee(s), state the name of the Training Provider or business where you work*

*** Please refer to the Enquiries and Appeals procedure for details of the scope of each type of Stage 1 review*

Section 2 – Student and qualification / assessment details

If you have provided a reference number in Section 1, you do not need to complete Section 2

Name of student <i>(if different from above)</i>	
AAT Student ID <i>(If known)</i>	
Qualification	
Assessment name or code	
Date of assessment	
Result and assessment percentage score <i>(percentage score is only applicable for graded qualifications)</i>	
If applicable, please provide details of any impairment and Reasonable Adjustment below	

Section 3 – Supporting statement

In the space below, please state why you are requesting a review. State why you think your result is not correct, is not a fair reflection of your performance or, if appropriate, why you think decisions taken regarding Reasonable Adjustments or Special Consideration were inappropriate. If necessary, please provide relevant supporting evidence and / or details of any AAT policies or processes that you think have not been followed in arriving at decisions.

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Continue on separate sheet if necessary

Section 4 – Consent

I confirm that I have read and understood the Enquiries and Appeals procedure for a Stage 1 review. I understand that I (or the student for whom the review is to be undertaken) am solely responsible for any expenses or loss of income that may be incurred before or after receiving the review outcome.

I understand that AAT will invoice me for the required fee and that this must be paid before my application can be processed.

For assessments originally marked by the Training Provider, I confirm that the Training Provider's internal complaints procedure has been completed before submitting this application.

Signed:	Date:
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Return to: Assessments Operations team
AAT, 140 Aldersgate Street
London, EC1A 4HY
Telephone: +44 (0)20 7397 3000
Fax: +44 (0)20 7397 3009
Email: assessment.operations@aat.org.uk

For internal AAT use only

Reference:		Review complete:	
Application received:		Outcome to applicant:	
Clerical checks:		Date Enquiry Completed:	

Form EA1B – Stage 1: Basic or Full Review (Group)

Please read the Enquiries and Appeals procedure before completing. All sections are mandatory.

Please note if you are requesting a Full Review, students' personal data from Sections 2 and 3 will be sent to the Senior Examiner.

Section 1 – To be completed by the person making the request

Name			
Address			
Phone number			
Email address			
Organisation*			
Type of Review**	<input type="checkbox"/> Basic Review	<input type="checkbox"/> Full Review	
Reference number (if Basic Review completed)			

**If submitting on behalf of your students / employees, state the name of the Training Provider or business where you work*

*** Please refer to the Enquiries and Appeals procedure for details of the scope of each type of Stage 1 review*

Section 2 – Qualification / assessment and student details

Qualification title			
Assessment name or code			
AAT student ID (if known)	Student name	Assessment, result and percentage score	Details of any impairments or Reasonable Adjustments given (if applicable)

Continue of separate sheet if necessary

Section 3 – Supporting statement

In the space below, please state why you think the results for the named students are not correct, are not a fair reflection of their performance or, if decisions were taken regarding Reasonable Adjustments or Special Consideration, why you think these decisions were inappropriate. If necessary, please provide relevant supporting evidence and / or details of any AAT policies or processes that you think have not been followed in arriving at decisions.

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Continue of separate sheet if necessary

Section 4 – Consent

I confirm that I have read and understood the Enquiries and Appeals process for a Stage 1 group review. I confirm that I have received written consent from the students to have their scripts reviewed as part of AAT's Enquiries and Appeals procedure.

I understand that AAT will invoice me for the required fee and that this must be paid before my application can be processed.

The students within this review understand that they are solely responsible for any expenses or loss of income that they may incur before or after receiving the review outcome. For assessments originally marked by the Training Provider, I confirm that the Training Provider's internal complaints procedure has been completed before submitting this application.

Signed:	Date:
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Return to: Assessments Operations team
AAT, 140 Aldersgate Street
London, EC1A 4HY
Telephone: +44 (0)20 7397 3000
Fax: +44 (0)20 7397 3009
Email: assessment.operations@aat.org.uk

For internal AAT use only

Reference:		Review complete:	
Application received:		Outcome to applicant:	
Clerical checks:		Date Enquiry Completed:	

Form EA2A – Stage 2: Individual Appeal (for Stage 1 or MRP decisions)

Please read the Enquiries and Appeals procedure before completing. All sections are mandatory.

Please note that personal data from Section 1, 2 and 3 will be sent to the Appeals Panel for the review of your appeal.

Section 1 – To be completed by the person making the appeal

Name		
Address		
Phone number		
Email address		
Organisation*		
Type of Appeal**	<input type="checkbox"/> Stage 1 outcome	<input type="checkbox"/> MRP decision
Reference number (from Stage 1 or MRP outcome notification)		

*If submitting on behalf of a student / employee, state the name of the Training Provider or business where you work

** Please refer to the Enquiries & Appeals procedure for details of the scope and cost of each type of Stage 2 appeal

Section 2 – Details of individual for whom appeal is being made

If you have provided a reference number in Section 1, you do not need to complete Section 2

Name (if different to above)	
AAT Student ID (if known)	
Name of Training Provider or Assessment Venue (if different to organisation stated above)	
Date of Stage 1 or MRP outcome notification	

Section 3 – Supporting statement

In the space below please state why you are appealing the outcome of the Stage 1 review or MRP decision and provide any additional supporting evidence that you would like to be considered.

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Continue on separate sheet if necessary

Section 4 – Consent

I confirm that I have read and understood the Enquiries and Appeals procedure for a Stage 2 Appeal.

I understand that AAT will invoice me for the required fee and that this must be paid before my application can be processed.

I understand that I am solely responsible for any expenses or loss of income that I may incur before or after receiving the outcome of my appeal.

Signed:	Date:
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Return to: Assessments Operations team
AAT, 140 Aldersgate Street
London, EC1A 4HY
Telephone: +44 (0)20 7397 3000
Fax: +44 (0)20 7397 3009
Email: assessment.operations@aat.org.uk

For internal AAT use only

Reference:		Review complete:	
Application received:		Outcome to applicant:	
Clerical checks:		Date Enquiry Completed:	

Form EA2B – Stage 2: Group Appeal (for Stage 1 outcomes only)

Please read the Enquiries and Appeals procedure before completing. All sections are mandatory.

Please note that personal data from Section 1, 2 and 3 will be sent to the Appeals Panel for the review of your appeal.

Section 1 – To be completed by the person making the appeal

Name	
Address	
Phone number	
Email address	
Organisation*	
Reference number (from Stage 1 outcome notification)	
Date of Stage 1 outcome notification	

**If submitting on behalf of a student / employee, state the name of the Training Provider or business where you work*

Section 2 – Individual(s) for whom appeal is being made

If you have provided a reference number in Section 1, you do not need to complete Section 2

Name of Training Provider or Assessment Venue (if different to organisation stated above)			
AAT student ID (if known)	Student name	Assessment, result and percentage score	Details of any impairments or Reasonable Adjustments given (if applicable)

Section 3 – Supporting statement

In the space below please state why you are appealing the outcome of the Stage 1 review and provide any additional supporting evidence that you would like AAT to consider.

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Continue on separate sheet if necessary

Section 4 – Consent

I confirm that I have read and understood the Enquiries and Appeals procedure for a Stage 2 group appeal. I confirm that I have received written consent from the students to submit an appeal on their behalf.

I understand that AAT will invoice me for the required fee and that this must be paid before my application can be processed.

The students understand that they are solely responsible for any expenses or loss of income that they may incur before or after receiving the appeal outcome.

Signed:	Date:
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Reference:		Review complete:	
Application received:		Outcome to applicant:	
Clerical checks:		Date Enquiry Completed:	

The Association of Accounting Technicians

140 Aldersgate Street

London

EC1A 4HY

t: +44 (0)20 7397 3000

f: +44 (0)20 7397 3009

e: aat@aat.org.uk

aat.org.uk