



Chartered Institute of Housing Awarding Organisation

Enquiries & Appeals Procedure

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The Chartered Institute of Housing (CIH) is the Professional Body for People who work in Housing.
The CIH is an accredited Awarding Organisation and a Registered Charity No. 244067/R

www.cih.org

CIH Awarding Organisation Enquiries & Appeals Procedure

Introduction

The CIH Awarding Organisation has comprehensive quality assurance procedures. In the event that these systems fail an enquiry or appeal may be made to the Awarding Organisation. **There is no fee for an enquiry or appeal.**

Enquiries

An enquiry is the process by which the Awarding Organisation may be asked to check one or more of the steps leading to a reported result. All CIH qualifications are delivered through accredited centres. Subsequently enquiries will involve checking how a result has been determined at an accredited centre.

To make an enquiry the learners should advise:-

- The Centre at which the qualification was undertaken
- The Qualification
- The Unit result concerned
- The issue regarding the reported result

The CIH Awarding Organisation will liaise with the course leader to confirm the steps taken that led to the Unit results. Where the process has been compromised, the centre will be required to remark the Unit and the mark will be checked by the CIH external moderator.

The learner will be advised of the outcome of the review within 30 days of the receipt of the enquiry.

Appeals

An appeal is a formal request by a learner or a named representative from an accredited centre to the Awarding Organisation to undertake an investigation (on the grounds outlined below) and to arrive at a decision. An appeal may be made by an accredited Centre, a learner undertaking a CIH qualification or a CIH External Moderator.

Where the appeal relates to a finding of Malpractice or Misconduct, the CIH Awarding Organisation Malpractice & Misconduct process must be concluded before an appeal is submitted.

Appellants will be kept notified at each stage of the appeal process. The duration of the appeal process is dependant on the nature and complexity of the appeal and the availability of associated documentation. However an appeal will normally be decided within a three month period.

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Grounds for an appeal:-

A. Centre appeals - accreditation

A centre may appeal a decision relating to Centre accreditation:

- ✚ Refusal of Centre accreditation
- ✚ A finding of malpractice leading to suspension of Centre accreditation
- ✚ A finding of malpractice leading to withdrawal of Centre accreditation
- ✚ Refusal of an application to deliver an additional qualification

B. Centre appeals – re-graded assignments

A CIH external moderator may require that an assignment is re-graded. The Centre may not challenge the academic judgement of the external moderator. The Centre may make an appeal in this context, only where correct procedures have not been followed.

C. Learner appeals

A learner cannot appeal against individual results or against practices and procedures carried out by an approved Centre. The Centre appeals process must be followed. The learner may only lodge an appeal where the Centre processes have not been properly administered, and there are grounds for a case of maladministration or malpractice.

Learners may appeal against the sanctions imposed following a proven case of learner malpractice or misconduct.

D. CIH External Moderators

There may be a requirement to terminate the contract of a CIH External Moderator due to consistent poor performance or following a disciplinary investigation for malpractice. The external moderator can only appeal the decision where correct processes have not been followed.

Appeal Process

Within 10 working days of the decision under appeal, the appellant should submit a formal written request to the Head of Education, CIH. The written appeal must contain the following information as appropriate:

- ✚ Name of Centre
- ✚ The name and contact details of the appellant
- ✚ Details of the course, qualification and Unit
- ✚ Names of the learners involved in the case
- ✚ The decision that is being appealed
- ✚ The grounds for the appeal
- ✚ Supporting documentation

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Where the appeal is accepted, an investigation will be carried out by the CIH Awarding Organisation. Additional evidence may be collected from the centre and/or the CIH Awarding Organisation external academic moderator and/or CIH Awarding Organisation staff.

When all of the documentation is available, the CIH Awarding Organisation will prepare an appeal case. The appellant will be sent a copy of the papers and given 14 days to comment on the contents.

The appeal case, and any appellant comments, will be submitted to the CIH Awarding Organisation Appeal Panel. The Panel will be convened within 60 days of the finalisation of the appeal case.

The terms of reference for the Panel are attached at Annex A.

Appellants will be notified in writing of the final decision of the Appeals Panel within **ten working days** of the final decision being made.

Where there are perceived failings in the appeals process, the appellant may initiate **the Independent Review process**.

Impact on other Learners

Where an appeal case is successful, the Appeal Panel will consider whether there is an impact on the results of other learners.

To ensure that these learners are not adversely affected. They may require that the work of other learners is remarked. Where appropriate the grades must be adjusted.

The regulators will be advised where the integrity of awarded Certificates has been compromised following the determination of an appeals case.

Monitoring and reporting of Enquiries and Appeals

The CIH Awarding Organisation will hold records of all Enquiries and Appeals. These will be evaluated for trends, including any adverse equality and diversity impact on specific groups of learners.

A formal report, which includes the number of cases, compared over a three year period, will be made annually to the summer meeting of the CIH Independent Audit Committee

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Independent Review

The CIH Awarding Organisation will at all times aim to conduct its activities in compliance with its policy. If the appellant considers that there has been a serious breach of the appeal process, they may apply for an Independent Review.

The purpose of the review is not to revisit any decision but to investigate failings in the appeal process. All stages of the appeals process must be concluded before an application for Independent Review is made.

The appellant should make a written application to the Head of Education, CIH, setting out the grounds for the request for Independent Review, focusing on where the Awarding Organisation appeal processes have failed. This must be made within 30 days of the determination of the appeal.

The Head of Education will nominate a senior member of CIH, not associated with the CIH Awarding Organisation, to co-ordinate the review. The Independent Review Co-ordinator will establish an Independent Review Panel. Terms of Reference at Annex B.

Within 30 days, the Co-ordinator will prepare the case and supporting documentation. These will be submitted to the appellant who may submit additional comments within a further 14 days.

The Independent Review Panel will be convened twice yearly as required. The appellant and the CIH Awarding Organisation will be advised of the outcome of the Review within 10 working days.

The Independent Review is the final stage of the CIH Awarding Organisation Appeal process.



Contacting the CIH Awarding Organisation

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Annex A

CIH Awarding Organisation Appeals Panel

1. Membership of Panel

The Panel will comprise of five members:--

- ✚ One member will be a member of the Professional Development Board
- ✚ One member will be an academic
- ✚ Two members will be totally independent, having had no involvement with the CIH Awarding Organisation or CIH Professional Development Board activities for at least seven years

This composition is designed to achieve a balance between members that bring independence and those who will bring an understanding of qualifications, and the CIH as an organisation.

The panel will be quorate where there are three members present, including one independent member.

2. Frequency of Meetings

The panel will meet twice yearly at the CIH offices in Coventry or London

3. Terms of Reference

- The Panel will report to the CIH Awarding Organisation
- The Panel will receive and determine CIH Awarding Organisation appeal cases from centres, learners or external moderators.
- Where the appeal is successful, the Panel must consider whether there has been an impact on other learners. The Panel may require that the results of the rest of the cohort are remarked.
- In considering the cases, the Panel should identify serious QA issues that may indicate that the Awarding Organisation should conduct further investigations under the remit of the CIH Awarding Organisation Malpractice procedure.
- The Panel may propose amendments to the CIH Awarding Organisation quality assurance systems where the appeal case has indicated weaknesses.

CIH Awarding Organisation Enquiries & Appeals Procedure

Annex B

CIH Awarding Organisation Independent Review Panel

1. Membership of Panel

The members must be independent and have had no involvement with any CIH Awarding Body activities or the CIH Professional Development Board within the previous seven years.

The panel will comprise of five members:--

One member will be an academic

One member will be from another Awarding Organisation

One member will be from the Housing Sector

One member will be from another Professional Body

This composition is designed to achieve a balance those who will bring an understanding of qualifications, the role of an Awarding Organisation and the role of a Professional Body.

The panel will be quorate where there are three members present.

2. Frequency of Meetings

The panel will meet as required, but no more than twice yearly.

3. Terms of Reference

The Panel will report to the CIH Awarding Organisation

The Panel will receive and determine CIH Awarding Organisation appeal cases from centres, learners or external moderators.

The Panel may propose amendments to the CIH Awarding Organisation quality assurance systems where the appeal case has indicated weaknesses.