



**Ambition
Institute**

NPQ Assessment Appeals Policy



NPQ Assessment Appeals Policy

Policy Owner	NPQ Assessment Lead Moderator
Version	1.2
Last reviewed	June 2024
Approved by	Director, NPQ Programmes
Next review due	June 2025
Applies to	Staff and external contractors assessing, or participants undertaking an NPQ programme.
Exceptions	This policy does not cover live assessments (e.g., interviews).
Audience	Available on SharePoint and publicly on Ambition’s website.

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Section 1: Overview

1.1. Purpose

1.1.1. The policy outlines our NPQ assessment process for the benefit of participants and delivery partners. It also explains when and how participants can submit an appeal following receipt of their NPQ outcome. Finally, it covers what participants can do if they are dissatisfied with the outcome of their appeal.

1.2. Scope

1.2.1. This policy applies to all participants on all NPQ programmes.

Section 2: Policy and Procedure

2.1. How will I be assessed?

2.1.1. Ambition Institute's assessment process is designed around the principle of 'norm-referenced' assessment (also known as 'comparative judgement') where at least ten different assessors comparatively assess each assessment, as opposed to each assessment being marked by a single assessor. Because comparative judgment aggregates several independent judgements, the outcomes produced are robust and accurate.

2.1.2. Comparative judgment provides an extensive moderation process within the core assessment process. Therefore, our internal moderation process focuses on the 'calibration' of the grades (i.e., the highest and lowest grade, pass mark, checks on scripts close to the pass mark).

2.1.3. You must submit an answer to all questions within your assessment for your paper to be entered into our comparative judgment process. If you do not answer one or more questions, we cannot assess your submission and you will receive an unsuccessful outcome.

2.1.4. Each answer you provide must be unique. If there is a duplication of the same answer across two or more questions, we cannot assess your submission and you will receive an unsuccessful outcome.

2.2. What happens if I am unsuccessful?

2.2.1. Unfortunately, participants occasionally fail their assessments. As each case study is different per attempt and cohort, we do not provide individual participant feedback on the submission. We provide an examiner report detailing the performance across the cohort, including strengths and areas of development, providing general feedback for all participants.

2.2.2. We have an internal continuous improvement process to identify opportunities for improvement, and we use these insights to develop our programme design and guidance in support of assessment success.

2.3. How do I submit an appeal?

2.3.1. You can appeal your outcome for the following reasons:

- > A demonstration of bias against you.
- > Ambition Institute has failed to deliver to ethical standards.
- > An administrative error has occurred which impacted your submission.
- > A reasonable adjustment you informed Ambition Institute about within the required timeframe has not been adhered to.
- > You have been disqualified due to plagiarism, your work was plagiarised without your knowledge or consent and the other party is willing to confirm this in writing. Please note that Ambition cannot disclose the other party involved in a plagiarism case. You cannot appeal disqualification due to plagiarism without the other party assuming responsibility.
- > You have been disqualified due to plagiarism for any other reason and believe you have grounds to challenge this decision.

2.3.2. In each of the above circumstances, you must be able to explain the issue which you believe has occurred and provide appropriate evidence (where applicable).

2.3.3. You are not able to appeal based solely on the 'Fail' outcome as there is a rigorous assessment and judging process, using comparative judgement with No More Marking (NMM) which determines outcomes.

2.3.4. If you contact Ambition Institute to submit an appeal, you will be sent our appeal form and this appeal policy. You must complete and return the form to progress your appeal.

2.3.5. You have 4 weeks following receipt of your NPQ result to submit your completed appeal form.

2.4. What happens next?

2.4.1. Our NPQ assessment team will review your form and agree/disagree there are suitable grounds for appeal. This decision will be communicated to you.

2.4.2. If your appeal is upheld, a senior member of our NPQ assessment team will conduct a review of your appeal form and, if appropriate, they will complete a review of your assessment and/or our processes in relation to your assessment. The Associate Director for your programme and the Associate Director of NPQ Operations may also be consulted during the appeal process.

2.4.3. Following the completion of the appeal process, a member of our senior NPQ assessment team will complete an appeal outcome form. This form, with the outcome of your appeal and the rationale, will be shared with you.

2.4.4. You will receive the outcome of your appeal no later than 8 weeks after your initial NPQ result is released.

2.5. What if I am still dissatisfied?

2.5.1. If you are not happy with the outcome of your appeal, you must inform us within 10 working days of receiving your appeal outcome. We will inform our external moderators, Tribal, that you are not satisfied with the outcome of our appeal, and they will conduct an independent review.

2.6. Links to other policies

2.6.1. Other policies referenced here are available on our website:

- > [NPQ Malpractice and Maladministration Policy](#)

Section 3: Version Control

3.1.1. All Ambition policies are regularly reviewed by the Policy Owner. Feedback from employees and relevant stakeholders will be considered during the review process, and revisions will be made as necessary to reflect changes in laws, regulations, or company practices.

Version	Issue/release date	Summary of changes	Approver
1.1	January 2024	<ul style="list-style-type: none"> - Added clauses 2.1.3 and 2.1.4. - Revised final clause 2.3.1. - Language changes in clause 2.4. 	Associate Director, NPQs
1.2	June 2024	Minor wording changes	Director, NPQs