

Resubmission Procedure

Flipped as a joint venture between The Learning Place Ltd and LearnCoach Ltd, is committed to providing all assessed candidates (students or learners) with access to a fair and reasonable process for seeking resubmission opportunities and appealing assessment decisions. If a candidate's work is assessed as having a 'minor error preventing the award of a higher grade', a resubmission opportunity may be offered via email. Only ONE resubmission opportunity can be provided per assessment event. Only general feedback may be provided for each resubmission, as the candidate should be capable of discovering and correcting the minor error(s) themselves in a short period of time. At this time, Flipped does NOT offer any candidates further assessment opportunities for any of their standards.

Re-submission Procedure:

1. The candidate is notified via email that they are eligible for a resubmission.
2. The student has 5 working days to notify Flipped that they will undertake the resubmission offer. Should a candidate not respond within 5 working days, their assessment will no longer be considered for a resubmission attempt and their original grade will be registered with NZQA.
3. Should a candidate choose to undertake a resubmission offer, they are strictly unable to access any of the teaching videos from the standards teaching course. The candidate will have 2 weeks from the offer of a resubmission to return their corrected assessment. Should the candidate not meet this 2 week deadline, their original grade will be uploaded to NZQA.
4. Upon resubmission of an assessment, the Flipped team will review whether the candidate watched any of the standards teaching videos. If the candidate has, the resubmission will not be considered.
5. Should the candidate be eligible, their resubmission will be reviewed by the marker who offered the initial resubmission. During this, the marker will check that only the minor errors of the assessment have been corrected in the resubmission. Should areas of the resubmitted assessment outside of the candidate's minor errors be edited, the resubmission will not be considered.
6. Should the candidate's resubmission meet all of these guidelines they will be notified within the week of their final grade.

Appeal procedure

Any candidate who feels that an assessment decision was incorrect is entitled to appeal the decision. Candidates should first try to resolve any issues directly with the assessor via e-mail to flipped@learncoach.co.nz, but this is not always possible. The following process should then be followed.

The candidate's appeal of the assessment decision should be in writing to:

The Academic Manager academic@thelearningplace.co.nz

The request must be received within ten working days of the candidate receiving notification of the assessment decision. It should fully state the grounds for the appeal. Appeals may be brought on such grounds as:

1. The candidate believes that the assessor failed to follow proper and agreed assessment processes and/or procedures.
2. The candidate believes that the assessor failed to recognise or acknowledge the achievement of the required standard of performance.
3. The documented decision differs from feedback received at the assessment.

This list is not exhaustive. Any candidate who feels that credit has been denied them unfairly should use the following procedure:

Procedure:

1. Once an appeal is lodged, it will be considered and within five working days a decision will be made as to how to proceed. Further information may be required from the candidate including assessment evidence.
2. If an appeal proceeds the assessor will be notified and asked to provide copies of the documentation related to the assessment. The assessor may also provide a written report regarding the assessment. The assessor does not receive the detail of the complaint.
3. All material provided will be reviewed by a moderator and a determination made as follows:
 - The original decision by the assessor was justified
 - The original decision by the assessor should be overturned.
 - Delegation of marking to another assessor is necessary
4. The result of the appeal will be documented and provided to both parties. If either party disputes a determination based on the first or second of these options, then the third option will be followed.
5. Should delegation of the marking to another assessor be necessary it will be undertaken by assessor who was not involved in any part of the process to date.
6. Marking are done in as short a timeframe as possible.
7. The decision of the third assessor is final.