



Assessment Appeals Policy

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Assessment Appeals Policy

Appeal: a request from a learner to revisit an assessment decision which they consider to disadvantage them

This policy aims to:

- enable the learner to enquire, question or appeal against an assessment decision
- attempt to reach agreement between the learner and the assessor at the earliest opportunity
- standardise and record any appeal to ensure openness and fairness
- facilitate a learner's ultimate right of appeal to the Awarding Organisation, where appropriate
- protect the interests of all learners, and the integrity of the qualification

In order to do this the College will:

- inform the learner at induction of the Assessment Appeals Policy and procedures, and provide access to written information for later reference
- record, track and validate any appeal
- forward the appeal to the Awarding Organisation when a learner considers that a decision continues to disadvantage them after the internal appeals process has been exhausted
- keep appeals records for inspection by the Awarding Organisation according to their requirements
- use the stages in this procedure to structure appeals
- take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results
- monitor appeals to inform quality improvement

Informal Assessment Appeals Procedure

It is expected that before using any stage of this procedure the learner will attempt to resolve the matter at a local level by talking to the teacher(s) concerned as soon as feasibly possible.

Formal Assessment Appeals Procedure

A learner wishing to appeal against a formal / summative assessment decision can use the following procedure to resolve the matter. The learner should put their appeal in writing, to the Programme Manager / Head of Faculty within 10 working days of the event giving rise to the appeal and before any standardisation, moderation or Assessment Review (whichever is the earlier)

Use of the procedure

- Learners can use Stage 1 of this procedure to appeal against a teacher's assessment of their work if the issue cannot be resolved informally

- Learners can use Stages 1 – 3 of this procedure if they believe that assessment has not been conducted within the approved procedures
- Before results have been reported to the Awarding Organisation, learners can use Stage 3 of this procedure if the overall result of their qualification was adversely affected by illness or other factors, for which evidence exists, but which they were unable to make known, for exceptional reasons, at the time and which have therefore not already been taken into account

Learners considering using this procedure should note that:

- An appeal cannot be admitted once the assessment under question has been through the College's standardisation, moderation or Assessment Review procedures
- Learners cannot appeal against work that was not handed in by the deadline date set by the teaching team
- Appeals to Awarding Organisations may not be made until this procedure has been exhausted

At any stage of the Assessment Appeals procedure the learner should put the appeal in writing. This should include the following information:

- Full name and address, programme and year of study
- Details of the decision which is the subject of the appeal
- The name(s) of the teacher(s) who made the decision
- Full details of the reasons for the appeal

Stage 1

- The learner should put their appeal in writing, to the Programme Manager / Head of Faculty within 10 working days of the event giving rise to the appeal and before any standardisation, moderation or Assessment Review (whichever is the earlier)
- An appropriate manager will investigate the appeal. This may result in a special standardisation exercise or reassessment if it is deemed appropriate
- The learner will receive a written statement of the outcome within 10 working days of the receipt of the appeal

Stage 2

- If Stage 1 does not produce an acceptable resolution the learner should put their appeal in writing to the Director for their programme within 5 working days of receiving the outcome from the Programme Manager / Head of School, informing them that they have done so
- An appropriate Director will convene and chair an Academic Appeals Panel to review the appeal within 10 working days of receiving it from the learner
- The panel will consist of a Director
- The Programme Manager / Head of Faculty and/or the relevant teacher(s) are expected to attend to give evidence
- The learner, who can be accompanied, will be invited to attend to present their case
- The learner will receive the written decision of the Academic Appeals Panel, from the Director within 5 working days of the panel meeting.

Stage 3

- If Stage 2 does not produce an acceptable resolution to the learner, or if the procedure is being initiated at this stage as it relates to the overall result of the qualification, the learner should write to the Head of Quality copying in the Principal within 5 working days of receiving the outcome of Stage 2 or from receiving their overall result, informing their Director that they have done so
- If there is new evidence or improper procedures these are conditions that can be considered for an appeal
- The Head of Quality and the Principal will review all the available evidence relating to the appeal and the processes previously used to investigate it, and will respond to the appeal within 10 working days sending the learner a Completion of Procedure letter

Appeal to the Awarding Organisation

- If a learner is still dissatisfied after exhausting The appeals procedure s/he may appeal to the Awarding Organisation. The learner should discuss the process with the Director / Principal. A fee may be levied by the Awarding Organisation.