



## Appeals Policy

Document	Part of College Quality Framework
Policy owner:	Vice Principal Quality
Policy Author	Vice Principal Quality
Version	1.1
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Applies to:	All teachers, trainers and assessors and verifiers throughout the college and apprenticeships
Monitoring and evaluation:	The arrangements for appeals sit within the curriculum in the first instance, with monitoring and reporting of any awarding body blocks or actions being notified to Quality Director or other appointed quality team member.

### Associated documents/policies for this area:

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	College Quality Strategy
	Teaching, Learning and Assessment Strategy
	Verification Policy & Practice
	Malpractice Policies (also links to Student Disciplinary Policy)
	Plagiarism Policy
	Conflict of Interest Policy
	Learner Handbook
	Equality & Diversity Policy
	College Quality Calendar

Principles	The Policy provides information to learners and staff on the academic appeals procedures. It recognises that learners studying qualifications that are either internally or externally assessed have a right to seek a review of assessment decisions that affect them.
Expected Practices	<b>ACADEMIC APPEALS</b> Academic appeals may be lodged on the following grounds:

	<ul style="list-style-type: none"> <li>• that in the assessment or marking, the stipulated assessment procedure was not followed, or</li> <li>• information is, or was, available which could have had a bearing on the assessment or mark, but which was not taken into account by the examining board/assessors or was unreasonably rejected.</li> </ul> <p><b>APPEALS AGAINST MARKS / GRADES AWARDED BY EXTERNAL BODIES</b></p> <p>Where a learner is appealing against a grade or a result of an external test / examination and is an approved entry of the College, the learner must lodge the appeal through the College Registration / Examination Accreditation Services. Learners will be required to sign to say that they are seeking an appeal. Before processing, the appeal will require the signed support of the head of department. The College will log the appeal and will provide the learner with the appeals procedure, indicating appropriate time-scales of the Accreditation Board. The College will monitor the response of the Board.</p> <p>If the Head of School does not support the learner’s appeal they will be informed of this decision in writing within three working days from the date of their appeal to the College Registration / Examination Accreditation Services.</p> <p>If the learner wishes to appeal this decision they should:</p> <ul style="list-style-type: none"> <li>• complete form Appeals 1 and forward it to College Registration / Examination Accreditation Services within two working days from the date of notification from the Head of School not to support their appeal. Upon receipt of Appeals 1 the procedures as per Stage 3 of the Appeals against an Internal Assessment / Grading will be followed within three working days.</li> <li>• If the final decision of the Appeals Panel is to support the learner’s appeal, the College will log the appeal and will provide the learner with the Appeals Procedure, indicating appropriate time-scales of the Accreditation Body.</li> <li>• If the final decision of the Appeals Panel is not to support the learner’s appeal, the learner has the right to appeal independently to the Accreditation Body</li> </ul> <p>If the learner wishes to appeal independently the College will provide the learner with the Appeals Procedure, indicating appropriate time-scales of the Board by which the learner is bound.</p>
<p>Stages of Appeal</p>	<p><b>Stage 1</b></p> <p>When a learner disagrees with the assessment/grade given they must explain the reasons for this to the assessor concerned, as soon as possible. In most cases this will be immediately after receiving the assessment/grading decision but should take place within 10 working days of being notified of the assessment / grading decision. The learner should complete form “Appeals 1” (Appendix 1).</p> <p>Upon receipt of Appeals 1 the assessor will consider the learner’s appeal and provide a response within 5 working days through:</p> <ul style="list-style-type: none"> <li>• a clear explanation / reiteration (as appropriate) of the assessment / grading decision following a re-evaluation of the evidence</li> <li>• completion of form “Appeals 2” (Appendix 2).</li> <li>• amendment of the learner’s assessment / grading record if appropriate.</li> </ul> <p>If the learner agrees with the decision, then the appeal need not proceed further. Where the learner remains unhappy with the decision, the appeal must proceed to Stage 2.</p> <p><b>Stage 2</b></p> <p>If the learner is not satisfied with the Assessor’s review of their appeal they must request that the appeal proceeds to Stage 2 by completing box 2 on</p>

	<p>“Appendix 2”, signing and dating it and returning it to the assessor.</p> <p>The assessor will then forward:</p> <ul style="list-style-type: none"> <li>• the original assessment record and candidate evidence, where appropriate</li> <li>• the Appeal forms 1 and 2 to the nominated Lead / Internal Verifier within 1 working day of the date of the learners request to proceed to stage 2.</li> </ul> <p>The Lead / Internal Verifier will reconsider the assessment decision which will normally involve an evaluation of:</p> <ul style="list-style-type: none"> <li>• the candidate evidence and associated records</li> <li>• the assessor’s rationale for the decision</li> <li>• the opinion of another assessor</li> <li>• the opinion of the candidate.</li> </ul> <p>In doing so the Lead / Internal Verifier will complete form “Appeals 3” (Appendix 3) and provide the learner with the reconsidered decision within 5 working days of the date of the learners request to proceed to stage 2.</p> <p>Where the learner remains unhappy with the reconsidered assessment decision, the appeal must proceed to Stage 3.</p> <p><b>Stage 3</b></p> <p>Where the learner remains unhappy with the decision made at Stage 2 they will have the right to forward their case to the Appeals Panel by completing box 2 on “Appeals 3” signing and dating it and returning it to the Lead/ Internal Verifier. The Lead / Internal Verifier will forward relevant details to the Head of Department which will include:</p> <ul style="list-style-type: none"> <li>• Learner Appeal Form – appropriate sections completed</li> <li>• Assessment record sheet(s)</li> <li>• any written comments of the Lead / Internal Verifier (perhaps providing background details).</li> </ul> <p>The Director of Curriculum will convene, within 10 working days of the date of the learners request to proceed to stage 3, a panel comprising:</p> <ul style="list-style-type: none"> <li>• the Director of Curriculum</li> <li>• the stage 2 Lead / Internal Verifier</li> <li>• the original assessor</li> </ul> <p>The learner, supported by an advocate if they so wish, will be asked to present their case to the Appeals Panel for consideration. After considering all the relevant information the Appeals Panel will inform the learner within 5 working days of their decision both orally and in writing. “Appeals 4” (Appendix 4) will be completed at this stage. The decision of the Appeals Panel is final.</p> <p>Records of all appeals are to be logged with the Head of Quality and made available on request to:</p> <ul style="list-style-type: none"> <li>• the External Verifier / Standards Moderator.</li> </ul>
Record Keeping	Records of appeals will be kept by local IQA and copies kept by managers
Malpractice	Malpractice in assessment and verification are covered in a separate policy. Course handbooks for learners should include information on malpractice & plagiarism.
Staff training	Any new staff are inducted in to the awarding body procedures promptly by line managers/internal verifiers to include appeals policy.
Other	Any specific requirements of Awarding Bodies regarding assessment not

considerations	covered by this policy must be adhered to at all times.
Equality & Diversity	All learners have equal access to the policy and the procedures and will be supported according to individual needs through the process should they wish to make a formal academic appeal.