NEWHAM COLLEGE LONDON

Appeals and Review of Marking Policy and Procedures

Document	Part of College Teaching, Learning and Improvement Framework
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Version	2.0
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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 and review of marking sits within the curriculum in the first instance, with monitoring and reporting of any awarding body blocks or actions notifying the Director of Teaching and Learning or other appointed teaching, learning and improvement team members.

Associated documents/policies for this area:

- Teaching, Learning and Assessment Strategy
- Verification Policy & Practice
- Malpractice Policies
- Plagiarism Policy
- AI Policy
- Conflict of Interest Policy
- Equality & Diversity Policy
- College Teaching, Learning and Improvement Calendar

Principles	This policy provides information to learners and staff on the academic appeals and review of marking 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. Learners are advised about their right to appeal in the induction period. Access to the policy is available on the student intranet. If students make an appeal via the complaint's inbox, they will be sent a copy of the appeals process.

Expected Practices	**ACADEMIC APPEALS** Academic appeals may be lodged on the following grounds: • that in the assessment/ marking, the stipulated assessment procedure was not followed, or • information is, or was, available which could have had a bearing on the assessment or mark, but which was not considered by the examining board/assessors or was unreasonably rejected. **APPEALS AGAINST MARKS / GRADES AWARDED BY EXTERNAL BODIES** Where a learner is appealing against a grade/result of an external test or examination and is an approved entry of the College, the learner must lodge the appeal with the Exams Department (exams@newham.ac.uk). Learners must sign to say they are seeking an appeal. Before processing, the appeal will require the signed support of the head of faculty. The College will log the appeal and provide the learner with the appeals procedure, indicating appropriate timescales of the Accreditation Board. The College will monitor the response of the Board. If the Head of Faculty does not support the appeal, they will be informed of this decision in writing within three working days from the date of their appeal to the Examination Department. If the learner wishes to appeal this decision they should: • complete form Appeals 1 and forward it to College Examination Accreditation Services within 2 working days from the date of notification from the Head of Faculty not to support the appeal. Upon receipt of appeals 1 the procedures as per Stage 3 of the Appeals against an Internal Assessment / Grading will be followed within 3 working days. • If the final decision of the Appeals Panel is to support the appeal, the College will log the appeal and provide the learner with the Appeals Procedure, indicating appropriate timescales of the Accreditation Body. • If the final decision of the Appeals Panel is not to support the appeal, the learner has the right to appeal independently to the Accreditation Body If the learner wishes to appeal independently the College will provide the learner with the Appeals Procedure, indicating appropriate timescales of the Board by which the learner is bound.
Stages of Appeal	**Stage 1** 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”. Upon receipt of appeals 1 the assessor will consider the learner’s appeal and provide a response within 5 working days through:

	• a clear explanation / reiteration (as appropriate) of the assessment / grading decision following a re-evaluation of the evidence • completion of form "Appeals 2". • Amendment of the learner's assessment / grading record if appropriate. If the learner agrees with the decision, then the appeal need not proceed. Where the learner remains unhappy, the appeal must proceed to Stage 2. **Stage 2** 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, signing and dating it and returning it to the assessor. The assessor will then forward: • the original assessment record and candidate evidence, where appropriate • the Appeal forms 1 and 2 to the nominated Lead / Internal Verifier within 1 working day of the date of the learner's request to proceed to stage 2. The Lead / Internal Verifier will reconsider the assessment decision which will normally involve an evaluation of: • the candidate evidence and associated records • the assessor's rationale for the decision • the opinion of another assessor • the opinion of the candidate. In doing so the Lead / Internal Verifier will complete form "Appeals 3" and provide the learner with the reconsidered decision within 5 working days of the date of the learner's request to proceed to stage 2. Where the learner remains unhappy with the reconsidered assessment decision, the appeal must proceed to Stage 3. **Stage 3** 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 details to the Head of Faculty including: • Learner Appeal Form – appropriate sections completed • Assessment record sheet(s) • any written comments of the Lead / Internal Verifier (perhaps providing background details). The Director of Curriculum will convene, within 10 working days of the date of the learner's request to proceed to stage 3, a panel comprising: • the Director of Curriculum

	• the stage 2 Lead / Internal Verifier • the original assessor The learner, supported by an advocate if they 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. "Appeal 4" (Appendix 4) will be completed at this stage. The decision of the Appeals Panel is final. Records of all appeals are to be logged with the Director of Teaching and Learning and made available on request to the External Verifier / Standards Moderator.
Record Keeping	Records of appeals will be kept by local IQA, and copies kept by managers for 3 years after appeal.
Staff training	Any new staff are inducted into the awarding body procedures promptly by line managers/internal verifiers to include the appeals policy.
Other considerations	**Review of Marking:** This relates specifically to Extended Project Qualification with UAL. Despite rigorous quality assurance processes, some learners may feel that their results in this qualification do not reflect their ability and there may have been an error with their results, in which case they can follow the process set out in the document produced by UAL (Please follow the link to the Extended Project Qualification Marking Policy: Policies and procedures | UAL) **Other Considerations:** We adhere to guidance from Awarding Organization requirements for appeals and marking.
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.