

Appealing Against Assessment Decisions Policy and Procedure

1. Purpose

All learners are entitled to appeal against an assessment decision or grade in accordance with the college procedure which complies with the requirements of relevant awarding organisations and Ofqual the regulatory authority.

The assessment process is intended to be planned, transparent, appropriate and fair. The appeals system provides a system of redress for learners to challenge the system if it does not live up to these aspirations.

2. Objectives

- 2.1 Assessment and verification should be undertaken in line with relevant awarding organisation requirements.
- 2.2 The involvement of staff in the assessment appeal procedure shall comply with the requirements of the relevant awarding organisation.
- 2.3 Equal opportunity for all learners.

3. Scope

Applicable to all students and staff at Halesowen College.

For all appeals relating to University Higher Education assessment decisions the academic regulations of the validating university are to be followed.

For all appeals/enquiries relating to external assessments/examinations refer to the Exams Policy and/or the awarding organisations EAR (Enquiry About Results) procedures.

4. Responsibilities

4.1 Students

- 4.1.1 The appeals procedure can only be invoked by the individual whose work is the subject of the disputed decision.

4.2 Tutor/Assessor (to be overseen by the Head of Division)

- 4.2.1 Ensure learners are informed of the assessment methodologies used within the course and the grading systems for the qualifications;
- 4.2.2 Ensure learners are made aware of and understand the procedures for making an appeal;
- 4.2.3 Follow the appeals procedures as stated below.

4.3 Quality Director (Deputy Principal)

- 4.3.1 Provide advice and guidance to staff and students on appeals procedure as required;
- 4.3.2 Make arrangements for and chair stage 3 appeals panels as described below;
- 4.3.3 Review these procedures annually.
- 4.3.4 Ensure each stage of the appeals process is recorded by the Executive Office and retained for three academic years.

5 The Appeals Procedure

5.1 Stage One

- 5.1.1 If a student wishes to make an appeal relating to an assessment, the matter should be raised initially with the relevant Assessor. The appeal should be raised orally in the first instance. This must be within five working days of notification of the assessment decision.
- 5.1.2 The Assessor will attempt to resolve the complaint informally. He/she shall enquire into the appeal and will discuss it with the complainant, consider the information provided and advise the complainant of the decision. The decision will normally be communicated to the complainant orally, within five working days of the appeal being raised.
- 5.1.3 If, upon receipt of the decision, the complainant is still dissatisfied with the decision, he/she may progress the appeal to Stage 2.
- 5.1.4 All appeals must be made within five working days of the assessment feedback.

5.2 Stage 2

- 5.2.1 If the appeal has not been resolved at Stage One, the complainant may refer the appeal to the relevant Head of Division in writing. This must be done within five working days of the end of Stage 1.
- 5.2.2 The Head of Division shall then make arrangements for the work to be independently re-assessed by a second assessor and internal verifier.
- 5.2.3 A written record of the agreed second marking of the assessment should be signed by the internal verifier and second Assessor. A copy should be given to the student and a copy scanned on the Learner's file.

5.3 Stage 3

- 5.3.1 If the student is not satisfied with the outcome of Stage 2, he/she should, within five working days of the outcome of Stage 2, lodge an appeal with the Deputy Principal.
- 5.3.2 The Deputy Principal will make arrangements for an appeals panel within ten working days of receiving the appeal.

5.3.3 The Appeals panel will be composed of:

- The candidate's Head of Division
- The Lead Internal Verifier (LIV)
- The Deputy Principal or Assistant Principal for Quality and Standards

5.3.4 The panel will receive evidence from the candidate and staff member(s) involved, and from other sources, which it considers relevant to the disputed assessment.

5.3.5 The panel will consider the appeal and inform all parties in writing of the decision of the panel.

5.3.6 The outcome of the appeal may be as follows:-

- The panel may confirm the original assessment decision
- Where the grounds on which the appeal was sought are upheld, that is where irregularities in the conduct of the assessment are found, or where there were circumstances affecting the candidate's performance, the panel may declare the assessment invalid and either :
 - permit reassessment of the original piece of work or the student may submit an amended piece of work if the awarding body allows.

5.3.7 The panel may make conditions with which assessor and /or candidate must comply in the future.

5.3.8 The panel may make recommendations to the College Leadership Team, through the Deputy Principal, relating to future assessment or appeals procedures.

5.3.9 A record of all appeals proceedings and outcomes must be kept centrally.

5.4 Further Action

If the student is dissatisfied with the outcome of Stage 3 they should use the College Complaints' Procedure which details how to complain to the Awarding Body or regulator should the need arise.

| Reviewed / Approved | By |
|---------------------|-----------------|
| Reviewed by | Joanne Williams |
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