

Appeals Policy FE

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Approval required

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Changes made

Version	Author	Date	Section	Changes summary
3	Anita Lall	September 2024	All	Job titles.

Appeals Policy and Procedure FE

Introduction

The Further Education Appeals Policy describes the process for appealing against an assessment or marking decision. The procedure outlines the stages of appeal for both internally and externally assessed work. A flowchart of the process is found in the appendix.

The following details how the objectives of this policy will be met and identifies:

1. Purpose
2. Scope
3. Responsibilities
4. Communication
5. Implementation
6. Monitoring
7. Associated Documentation

1. Purpose

All students have a right of appeal against what they may consider to be inappropriate or unfair assessment grading.

There is a published centre/validating body appeals procedure for each Awarding Organisation and Heads of Department/Programme Tutors/Unit or Module Teachers must make sure that each student is advised of its contents at induction and that details are included in the course handbook.

External quality assurers may be called upon to advise staff, students and parents but not to arbitrate.

Any student who is dissatisfied with an assessment or marking decision has the right to appeal against that decision. The College aims to deal with any appeals promptly and fairly. Tutors and Assessors will provide students with advice and guidance at any stage of the procedure.

2. Scope

Grounds for Appeal - Students can only appeal against an internal assessment result or decision for the following reasons:

- The student's performance in an assessment suffered through illness or other compelling circumstance which could not have been reasonably reported at the time of the assessment. Students who appeal on this basis will be required to show why the circumstance could not have been reported earlier.
- A procedural irregularity has been identified in relation to the conduct of the examination or determination of the result.

Appeals against external assessments must be authorised by the Head of Quality & TLA, on behalf of any candidates for whom data has been provided for the purposes of calculating a grade in a relevant qualification. Before authorising the appeal for submission, the Quality and Professional Development Manager must be able to demonstrate that the centre has the written consent of all candidates on whose behalf they are appealing.

3. . All students may request additional support to assist them with their appeal to address any perceived barriers in line with the 'Single Equality Duty'. The procedure for appealing against externally moderated or assessed outcomes is detailed in the appendix but falls with the guidelines set out by the Awarding Organisation.

Responsibilities

Student Responsibilities

Student entitlements are most likely to be met in full when a student fully acknowledges and actively engages in fulfilling their responsibilities by:

- a. familiarising themselves with the Appeals Procedure (FE)
- b. adhering to college procedures associated with assessment arrangements
- c. completing exams to a high standard, revising appropriately, practising skills, and suitably preparing themselves for exams
- d. taking responsibility for their learning
- e. completing and submitting an Internal Appeals Form if required.

Staff Responsibilities

Teaching and support staff are to ensure that:

- a. they adhere to the regulations governing teaching, learning and assessment and the standards of professional practice expected of them by the College
- b. students are informed of the Appeals Policy, along with assessment arrangements related to their programme of study at the start of their course and at regular points across the academic year
- c. students will not be treated less favourably following submission of their appeals
- d. they try to resolve informal appeals prior to invoking the formal Appeals Procedure
- e. questions raised by students relating to the academic regulations, or concerns about their academic treatment are actioned objectively and within published timescales.

College Management Responsibilities

Management are to ensure that:

- a. all staff involved in teaching and assessing students, and handling assessment claims, are fully conversant with this policy and the demands it places upon them.
- b. staff development is made available to staff to support them in implementing this policy and to understand the procedures which underpin the policy.
- c. the policy is implemented correctly and consistently.
- d. the Director of Quality has overall responsibility for the college as an examination centre.

Responsibility for implementing this policy

Whilst the Assistant Principal Curriculum & Student Experience has overall responsibility for the implementation of the Appeals Policy, the operational implementation responsibility resides at all levels of the College:

- a. Head of Department
- b. Head of Quality
- c. Exams Manager and Support Team.
- d. Assigned Course Leader and Course Team.
- e. Skills Trainers.

4. Communication

This policy will be published on the College intranet, the Student VLE and the College website.

5. Implementation

5.1 Internally assessed work

Stage 1

The student/candidate should initially discuss the assessment decision with the assessor/tutor responsible, as soon as possible after the assessment result is received (usually within 5 working days).

Stage 2

If the issue is not resolved, the student should appeal to the Internal Quality Assurer (IQA) in writing within 5 working days. The assessor/tutor involved should provide guidance to the student.

The IQA will investigate the matter and advise the student in writing of the decision and the reasons for it, within 10 working days. Copies of the decision will be sent to the assessor, the Head of Department or relevant line manager.

Stage 3

If the student remains dissatisfied with the decision, a further appeal in writing may be made to the College's Quality Team within 5 working days of the IQA decision. An Appeals Panel consisting of:

- a subject tutor (not involved in the assessment decision)
- an internal quality assurer (not involved in the assessment decision)
- Head of Department
- A representative of the College's Quality Team

will investigate the issue and consider the appeal. The decision will be communicated in writing to the student, the assessor and the IQA within 10 working days.

Stage 4

In exceptional circumstances a student may request a further appeal to the Awarding Organisation usually via the external quality assurer. This would normally be submitted by the ~~IQA~~ or Head of Quality who acts as Quality Nominee for the College. A decision will usually be made within 15 working days. In extreme

circumstances, if the external quality assurer has been unable to bring the matter to a satisfactory conclusion, even after referral to a chief quality assurer, then the student may appeal in writing directly to the Awarding Organisation.

5.2 Externally moderated and/or assessed work

It is very rare for Awarding Organisations to deal with an appeal that has not firstly gone through a provider's internal Appeals Procedure. Students need to ensure this route has been exhausted before appealing directly to the Awarding Organisation.

Each Awarding Organisation will have its own procedure available for appeals against external assessment decisions. Students should request a copy of the relevant procedure from their assessor/tutor, the College's Quality Team or the Examinations Officer. Where possible electronic copies of the Awarding Organisation's appeals procedure should be uploaded to the relevant area of Moodle/Teams for students to access. These documents are usually publicly available online, on an Awarding Organisation's website.

6. Monitoring

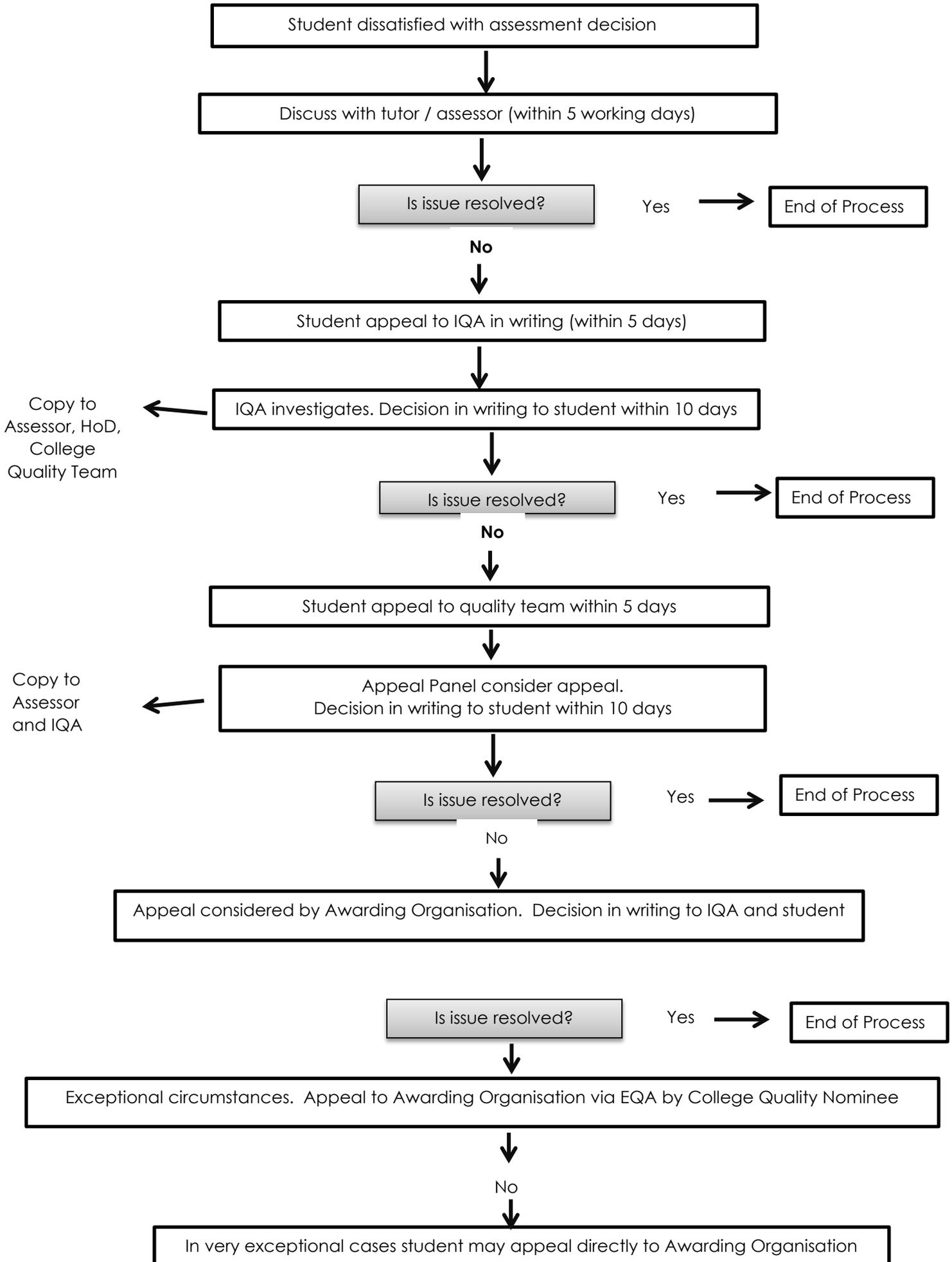
Review of the effectiveness of this policy takes place on a biannual basis, prior to amendments.

7. Associated Documentation

This policy should be read in conjunction with the following policies / procedures:

- Assessment policy
- Complaints and Compliments Policy
- Equality, Diversity and Inclusion Policy
- Internal Verification Policy

Appendix 1 - Assessment Appeals Flowchart – Internally assessed work



Appendix 2: Appeals form for Internally Assessed Work

Name of Student:	
Stage of Appeal:	1 2 3 4
Course:	
Which Assessment is being appealed?	
Type of Assessment (circle):	Internal External
Name of tutor/assessor:	
Name of Internal Verifier:	
Cause for Appeal (giving points of disagreement):	
<p>Evidence which the student believes meets the requirements of the assessment:</p> <p>Action taken (within 5 working days):</p> <p>Name of person taking action:</p>	
Outcome(circle):	Appeal concluded Referred to next stage

I fully understand the action taken and agree to the follow-up action:

Student signature:

Name of Appeals Panel Member(s):

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Signature(s):

Date: