

## APPEALS POLICY

### AIM

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

In order to do this, the centre will:

- Inform the learner at induction, of the Appeals Policy and procedure. (see Learners' Guide To Appealing An Assessment Decision)
- Record, track and validate any appeal.
- Forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted.
- Keep appeals records for inspection by the awarding body for a minimum of 18 months.
- Have a staged appeals procedure.
- Will 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.

This policy will be reviewed every 12 months by the Quality Manager

# LEARNERS' GUIDE TO APPEALING AN ASSESSMENT DECISION

## INTRODUCTION

If you feel that any of your work has been assessed inaccurately or unfairly by one of your tutors, you may use the College Appeals Procedure to have this work reassessed. You should start this process as soon as possible and certainly within 10 days.

This is the process which will be used:

### Stage 1

You should first of all appeal to the tutor or assessor who made the original decision and who provided you with feedback. The assessor will discuss with you the reasons for making their assessment decision.

### Stage 2

If you are still not satisfied with this decision, your tutor or assessor will refer the matter to their nominated internal verifier/standards moderator or to the Programme Coordinator for your programme of study.

This person will re-assess your work against the standards set by the Awarding Body and will communicate their decision to you and to your tutor or assessor.

### Stage 3

If you are still not satisfied after Stages 1 and 2 of the procedure have been completed, the Programme Co-ordinator or lead internal verifier/standards moderator will organise an Appeals Panel for consideration of your appeal.

The Appeals Panel shall meet within the next 10 working days.

An appeals panel will consist of the Head of School or their nominee, the Curriculum Manager for the appropriate curriculum area and the quality nominee for the appropriate awarding body.

**The decision of the Appeals Panel will be final as far as the College is concerned.**

### Stage 4

If you are still not satisfied with this decision, you have the right to contact the Awarding Body for your qualification and request that they investigate the matter further.

## LEARNERS' GUIDE TO ASSESSMENT APPEAL DECISIONS

