

Student Appeals Procedures

Purpose/Scope

That there are clear procedures for students to enable them to enquire about, question or appeal an assessment decision

That any appeal is recorded and documentation is retained for 18 months following the resolution of the appeal

That the Head of Centre facilitates the student's ultimate right of appeal to the awarding organisation, once the centre's appeal procedure is exhausted.

Definitions/Terminology

Appeal: a request from a student to revisit an assessment decision which they consider to disadvantage them.

Appeals procedure: a standard, time limited, sequenced and documented process for the centre and student to follow when an appeal is made.

Responsibilities

Student: responsible for initiating the appeals procedure, in the required format, within a defined time frame, when s/he has reason to question an assessment decision.

Assessor: responsible for providing clear assessment feedback to students. If assessment decisions are questioned the assessor is responsible for processing the appeal within agreed timescales.

Internal Quality Assurer: responsible for judging whether assessment decisions are valid, fair and unbiased

Director of Operations/Programme Contact: responsible for submitting an appeal in writing to the awarding organisation of the student remains dissatisfied with the outcome of the centre's internal appeals procedures.

Procedures

Student induction: will inform the student of the appeals procedure.

Student appeals procedures: A staged procedures to determine whether the assessor

- Used procedures that are consistent with the awarding organisation requirements
- Applied the assessment procedures properly and fairly when arriving at judgements
- Made a correct judgement about the students work.

Appeals procedure stages

Stage 1 – Informal: Student consults with Assessor within 10 working days of the assessment decision, to discuss an assessment decision. If unresolved, then the issues are documented before moving to stage 2

Stage 2 – Review: Review of assessment decisions by Internal Quality Assurer. Student notified of findings and agrees or disagrees, in writing, with outcome. If unresolved, move to stage 3

Stage 3 – Appeal Hearing: Director of Operations hears the appeal: last stage by the centre. If unresolved, move to stage 4.

Stage 4 – External Appeal: The grounds for appeal and any supporting documentation is submitted to the awarding organisation within 14 days of the completion of Stage 4: a fee may be levied

Recording appeals: each stage will be recorded, dated and show either agreement or disagreement with decisions. Documents will be kept for 18 months.

Monitoring of appeals: all appeals will be monitored by centre management to inform development and quality improvement.

Appeals Policy

Aims:

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

In order to do this, the centre will:

- inform the student at induction, of the Appeals Policy and procedures.
- record, track and validate all appeals
- forward appeals to the Awarding Organisation when a student 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 Organisation for a minimum of 18 months
- have a staged appeals procedure
- take appropriate action to protect the interests of other students and the integrity of the qualification, when the outcome of an appeal questions the validity of other results
- monitor appeals to inform quality improvement.

Date: 28.03.2025

This policy will be reviewed every 24 months by Dr Jenevora Williams

