



# **Academic Appeals Policy**

## **2018/2019**

**Author:** The Executive Team Member with Responsibility for Quality

**Written:** June 2018

**Review date** June 2019

## Introduction, Scope and Purpose:

This policy and procedure applies specifically to those Further and Higher Education students who undertake an examination or assessment that is within the control of Harlow College. As part of the College induction procedure, students will be asked to sign that they accept and understand appeals policy by confirming on Pro-monitor. Students will also be given a programme handbook that demonstrates the assessment and grading for their chosen qualification.

All students at Harlow College have the right to enquire about, question or appeal against an assessment decision. HE students should first refer to the Academic and Assessment regulations to ensure they have the correct grounds to appeal. There are four stages to this process and at each stage, but in most cases, appeals are resolved at the first stage, after an informal meeting with the tutor.

## Definitions:

Assessment decision	the summative grade awarded to a final submission piece of work
Appeal	to contest the grade awarded to a summative piece of work
Tutor/Senior tutor	the person responsible for assessing the piece of work
Internal verifier (IV)	the person who agrees the first marking is correct and fair
Lead Internal Verifier (LIV)	The person responsible within the team for setting the awarding body standard in terms of correct assessment decisions
AAM	Assistant Academy Manager (team manager)
Quality Nominee	The nominated person within the organisation that liaises between the awarding and the college to ensure awarding body compliance and standards are met.

## Implementation:

The appeals procedure will be explained to students during the course induction and again if an appeal is requested. Students intending to make an appeal must do so within five working days of receiving their summative mark. However, an appeal can only be made with respect to the procedures which led up to the decision being made. The student cannot appeal the outcome of the academic grade or offence, only where the College fails to follow due process and this can be evidenced. There are no grounds for appeal on the basis of the following:

- New evidence (unless related to the procedure) not already disclosed
- Disputing the academic judgement of the academic staff and HOA/AP considering the case
- Disputing the competence of the staff involved

## **1 Informal Stage**

If a student is unhappy about a mark or grade awarded they should speak to the tutor who marked the work as soon as possible (within five working days) and ask for further clarification of the assessment decision.

The tutor will review the decision and then explain to the students within five days how he or she decided the mark or grade, using either the mark scheme or assessment criteria and confirm the original decision or amend the mark or grade. Please note that it is not always possible to show the mark scheme, answer sheet, etc. as some must be kept confidential.

## **2 Review Stage**

If a student is still dissatisfied with the mark after stage 1, the student should raise the matter with the AAM within five days in writing, explaining the grounds for the appeal. The AAM will then arrange a review of the assessment by a different tutor or assessor, and the internal verifier. They will review the assessment decision or mark, taking into account

- (i) The reason(s) for the appeal,
- (ii) The work or evidence (assignment, test, etc.) and
- (iii) The tutor or assessor's reason for the decision

The student submitting the appeal will receive the outcome of the review in writing, again within five working days.

## **3 Formal Appeal Stage**

If a student remains unhappy about the decision after the Review Stage, they have the right to go to an Appeals Panel. The student must tell the AAM within five working days of the Review decision and complete the Assessment Appeal Form.

Within ten working days of receiving your appeal, the Quality Nominee will convene a College Appeals Panel to hear the appeal. The Appeals Panel will include the Quality Nominee, a subject expert and the Head of Academy.

The student has the option to explain to the Appeals Panel why they believe they deserve a different mark. They may wish to be accompanied by an adviser and/or make a written submission. The tutor who made the original decision will attend the Appeals Panel.

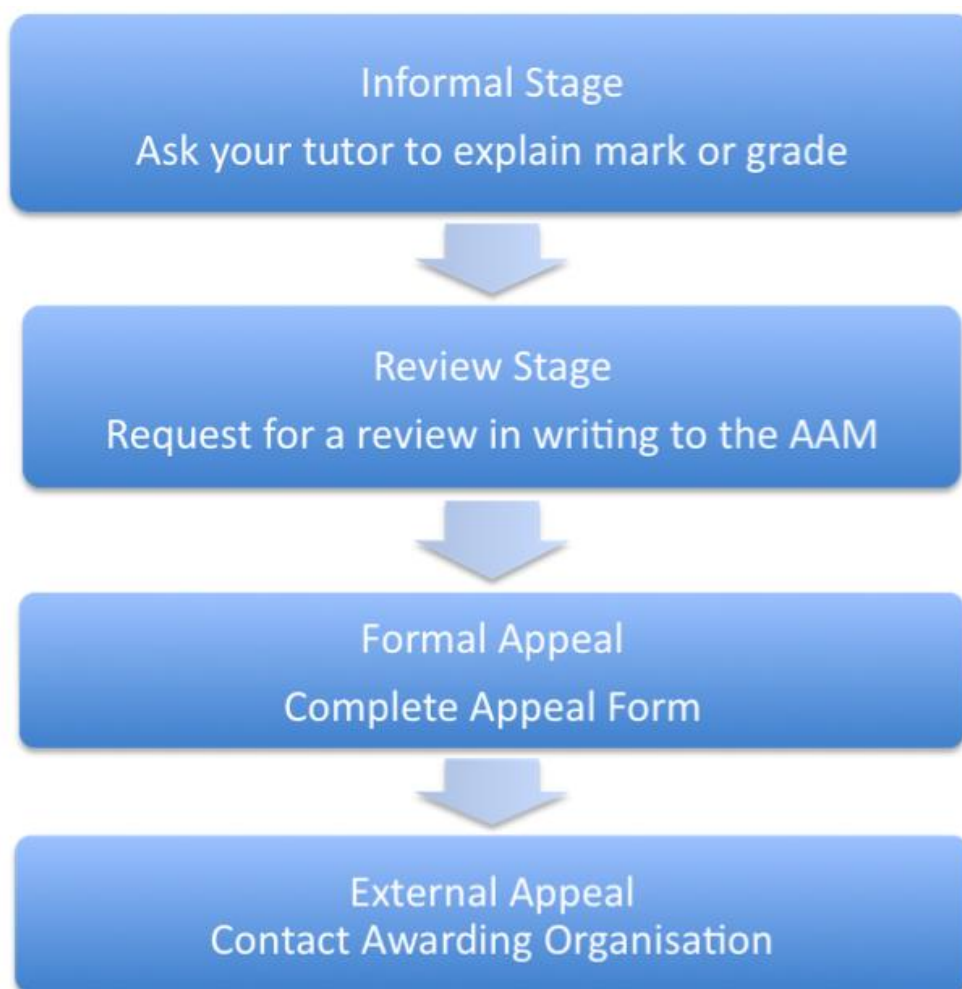
The Appeals Panel will then review the work and other evidence in order to reach a final decision and may seek the guidance of a subject adviser or Standards Verifier or external verifier/EQA at the Awarding Organisation concerned. The students will be given the decision within five working days.

The decision of the Appeals Panel is final internal stage, although the student may appeal to the Awarding Organisation following the Appeals Panel's decision.

## 4 External Appeal

Some Awarding Organisations such as BTEC and City and Guilds have their own Appeals Procedures and students are free to make an appeal to them (details of the procedure are usually on the website). Please note that there is a fee for an appeal and grades or marks may be changed up or down. Usually, Awarding Organisations will not consider an appeal from a student without first having completed the College's internal appeal's process

### Stages of the Appeals process:



### Associated documents:

Awarding body assessment regulations e.g. BTEC, UAL etc.

Course handbook

Academic Assessment Appeal Form 2018-19

Academic Assessment Appeal Form 2018-19

Name of Learner:	Programme Title:
Name of Assessor:	Name of Internal Verifier:
Date of Assessment:	Curriculum Area:
Unit and criteria covered by the assessment:	
<b>Proceeding to a Stage 3 appeal</b>	
<b>Learners reason for appeal:</b>	
<b>Stage 1: assessors Comments</b> Assessment details:  Final grade:	
<b>Stage 2: AAM Comments</b>  Final Grade:	
Learner's signature: _____	Date: _____
Assessor's signature: _____	Date: _____
AAM signature: _____	Date: _____
Date Stage 3 Appeal received:	
<b>Appeal Panel</b>	
Appeal Panel Date:	
Chair of Appeals Panel:	
Members of Appeals Panel:	
Invitation to Appeals Panel sent:	
Comments from Appeal Panel:	
Chair of Appeals Panel Signature: _____ Date: _____	
<b>Final assessment decision:</b>	
<b>Appeals panel outcome letter sent to student on:</b>	

**TRACKING and REFERENCE INFORMATION**

**Date Approved: June 2018**

**Review Date: June 2019**

**Author/Responsibility: Executive Team Member with responsibility for Quality**

**Equality Impact Assessment:**

**List of related policies, procedures and other documents:**

IQA Handbook  
Harlow College Academic Assessment Policy  
Academic Misconduct Policy  
Student Disciplinary Procedure  
Staff Disciplinary Procedure  
Grievance Policy  
Grievance Procedure  
Equality & Diversity Policy  
Equality and Diversity Single Scheme  
Data Protection Policy  
Safeguarding Policy

**Complaints:** If you wish to submit a complaint about the application of this policy or the procedure of it, please send your request in accordance with the provisions of the Grievance Procedure.

**Monitoring:** The application of this policy and associated procedure will be monitored by The Executive Team Member with Responsibility for Quality.

**Easy reading:** To receive this policy/procedure in a different format, please contact HR Services.