



Appeals Procedure

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Procedure Ref. No.: Q/P 181	Date of this version: 1 st September 2012 Review date: 30 th September 2014 Upload to College website?
EQUALITY IMPACT ASSESSMENT:	<u>Screened By:</u> Director of Curriculum / Students Date: September 2012 <u>Full EIA:</u> N/A Date: N/A
Approved by:	Quality Improvement Panel
Date:	September 2012

Appeals Procedure

1. Introduction

- 1.1. At South Gloucestershire and Stroud College (SGS), we provide a supportive learning environment, which recognises every Learner's right to appeal. We recognise that high quality assessment practices are an important element of the learning experience and that the outcomes of assessment can influence Learner's future lives.
- 1.2. This procedure relates to all learners, but it recognises that vocational qualifications involve a learning and assessment style that is different to traditional GCSE and A Level courses given that vocational courses are assessed through teacher-marked assignments rather than end-of-module exams.
- 1.3. Learners may appeal against an assessment decision at any stage.

2. Implementation

- 2.1. Grounds for Appeal
 - 2.1.1. A Learner may appeal an assessment decision if they are dissatisfied with:
 - 2.1.1.1. An individual assessment outcomes for a unit element or individual performance criteria;
 - 2.1.1.2. The assessment outcome at the end of the course (summative grade), or;
 - 2.1.1.3. An assessment decision given in error or without correct consideration of all relevant materials or circumstances

3. Procedure

- 3.1. Internal Assessment Decisions
 - 3.1.1. In the event of a Learner wishing to make an appeal against an assessment decision, the following steps outlined below must be followed:
 - 3.1.1.1. Within 10 working days of receiving their initial grade the Learner must contact their Assessor to arrange an informal meeting to discuss the assessment decision.

- 3.1.1.2. If the Learner is still dissatisfied, then they must lodge a formal appeal by submitting the form annexed at **Appendix 1** to their Assessor/Tutor or Course Leader.
- 3.1.1.3. This enables the Learner to put forward reasons why his/her assignment should be re-assessed. This should be done within 3 days of meeting with the assessor.
- 3.1.1.4. The assignment will be reassessed by an Internal Verifier who will provide the Learner with feedback within two working weeks.
- 3.1.1.5. If the Learner is still dissatisfied, then he/she may appeal to the Lead Internal Verifier or Head of Department or Faculty.
- 3.1.1.6. Second appeals will be considered by the Lead Internal Verifier who will consult with the Head of Quality who will approve the decision and inform the Learner in writing within one week. If the learner is still dissatisfied with the outcome of the appeal, they may request that the Vice Principal considers the matter further.
- 3.1.1.7. Nothing within this procedure prevents or precludes the Learner from activating the Complaint Procedure, however, the appeal process should be exhausted before a complaint is lodged.

3.2. External Assessment

- 3.2.1. On completion of external assessments and the subsequent notification of results, Heads of Department/Lecturers or Learner themselves may wish to appeal the outcome.
- 3.2.2. Each Awarding Body has different procedures to be followed and, therefore, all appeals against external assessment decisions will be processed and managed by the Quality Unit (in most cases by the Examinations Officer).
- 3.2.3. The Head of Department/Lecturer or Learner informs the Examinations Officer that they wish to appeal an assessment decision.
- 3.2.4. The Examinations Officer discusses the appeal request with the Learner or member of staff to ensure that the appeal is eligible within the regulations of the Awarding Body.
- 3.2.5. The Examinations Officer contacts the Awarding Body to clarify procedures and timescales for the submission of appeals and

liaises with teaching staff or the Learner to collate any evidence being submitted in support of the appeal.

3.2.6. The Examinations Officer submits the appeal to the awarding body, together with any supporting evidence, and notifies the Learner/teaching staff.

3.2.7. On receipt of the appeal outcome, the Examinations Officer communicates the result to the relevant parties in line with awarding body requirements¹

3.3. Escalation

3.3.1. If, after following the above procedure, the Learner is still dissatisfied with the outcome they can complain directly to the Awarding Body.

3.3.2. If the Learner wishes escalate the matter to the Awarding Body, the Learner Services Team can assist; alternatively information can be found on the Edexcel website:

<http://www.edexcel.com/i-am-a/student/Pages/complaints-and-feedback.aspx>

3.3.3. If, after following this procedure and the Awarding Body's processes, the Learner is still not satisfied by the outcome they can escalate the issue to the appropriate regulator.

4. **Related Policies, Procedures, Code of Conduct and Charters**

4.1. Compliments and Complaints Policy and Procedure

4.2. Learner Disciplinary Policy and Procedure

4.3. Submission, Assessment and Verification Policy and Procedure

4.4. Learner Code of Conduct

4.5. Learner Charter

¹ Many awarding bodies communicate appeal outcomes directly to candidates, copying centres for information only.

Notification of Appeal

This Form must be submitted to your Course Tutor or Student Administrator

Your name:

Date:

Course to which your appeal relates:

Unit:

Course Tutor:

Head of Department:

Reasons for Appeal

I wish to appeal:	The reason(s) I wish to make this appeal are: (Please be specific)

Learner signature:

For office use only:

Internal Verifier:

Date received/ logged:

Date forwarded to the Internal Verifier/Lead Internal Verifier:

ACTIONS completed: