

Procedure: Appeals Against Assessment Decisions

Procedure Ref: OP/10AFC/SP101

Approved By: Assistant Principal

Date: June 2020

Signature: D Braithwaite

1. Purpose

The purpose of this procedure is to provide an appeals mechanism for students who wish to challenge assessment decisions, which they deem unfair. Sections 1-4 of this procedure relate to internal assessments and section 5 to external assessment decisions.

2. Scope

This procedure applies to all learners registered at Lakes College – West Cumbria. The procedure only applies to summative assessments i.e. those that contribute directly to achieving the learner’s qualification and/or contribute to the grades assessed for the qualification. In all cases, reference against the Awarding Organisation policy must be consulted alongside this document.

3. Responsibility

3.1 It is the responsibility of Course Leaders and Subject Tutors/Assessors to ensure learners are made aware of their rights in respect of appeals against academic assessment decisions.

3.2 It is the responsibility of Internal Quality Assurers (IQAs – previously internal verifiers) to ensure that fair and reliable assessment decisions are evident through carrying out effective monitoring of assessor practice.

The IQA is a panel member in cases of appeal, which reach that stage.

- 3.3 The course leader is responsible for convening an appeals panel where appeals cannot satisfactorily be resolved by either the assessor or the IQA. When the appeal relates to assessment by the course leader, the Curriculum Operational Leader/Apprenticeship Leader will convene the appeals panel.
- 3.4 The course leader forwards the student academic appeal form (ref: AAF1-Appendix 1) to the IQA.

4. Procedure

Learners should have access to fair and reliable assessment in which (s)he plays a full part. If this 'access' is to be meaningful the learner must have the right to appeal against assessment decisions, which are unclear or seem unfair. The appeals procedure must provide an appropriate audit trail of the process and be clearly logged with concise detailed information at each stage.

If a learner is dissatisfied with an assessment decision, then they must have a right of appeal. Learners have the right to be supported through this process by an advocate.

Stage 1

The candidate should raise the issue with the assessor during/at the end of an assessment session or within 5 working days of receiving feedback on the assessment.

The assessor must reconsider the reasons underpinning the decision and provide clear feedback. If the assessor is upholding the original assessment decision, then the student must be provided with full information describing what is required to demonstrate their competence. This should be provided in writing*, and relates specifically to the standards relevant to the assessment decision. The assessor communicates the decision after re-considering the case using form Appendix 2 (Ref. AFC 1).

If the learner remains unhappy with the decision, the course leader shall provide the student with the name of the IQA (internal verifier) for that course or unit. The student then completes an academic appeal form (ref AAF1 – Appendix 1), which will be forwarded to the IQA by the course leader. In the event of the IQA being the original assessor, the assessment shall be reviewed by a different IQA in the academic department.

Stage 2

The IQA reviews all evidence and assessment records in order to make a judgement on the appeal. A decision should be made within 5 working days and the student (and advocate where appropriate) and assessor must be informed both orally and in writing using the appropriate section of the Appeals Form.

If the learner is dissatisfied with the decision, the appeal proceeds to stage 3.

Stage 3

The third stage involves the right of appeal to the assessment appeals panel. The IQA should pass all records to the course leader. The course leader will convene an appeals panel consisting of, for example:

- the course leader
- a different assessor
- an independent assessor/IQA.

Both the learner and assessor will be invited to make their case to the panel. The panel will reach its decision within 10 working days.

Results of the appeals panel will be final (except for Awarding Organisations that allow final right of appeal to them). The learner is informed of the decision verbally on the day of the panel and then in writing within 5 working days.

If the learner is still dissatisfied, they can appeal to the awarding organisation body in accordance with their appeals procedures.

Details of the appeal will be made available to the External Quality Assurer/External Examiner.

Stage 4 (if applicable)

In some circumstances, **Awarding Organisations** allow a final right of appeal for internally and externally assessed work to them.

In such cases, the appropriate documentation and, where applicable, deadline for appeal should be consulted to support the learner.

It must be clear to learners that there may also be a charge made by the awarding body for an appeal and that this will be met by the learner and only in exceptional

circumstances by the college. This does not preclude learners from applying to the college hardship fund for support.

5. Appeals against assessment decisions by awarding organisations

If a learner wishes to make an appeal against an examining body assessment decision, the Course Leader assists in doing so.

In such cases, the appropriate documentation and, where applicable, deadline for appeal should be consulted to support the learner.

The learner bears the cost, if the examining body rules on re-grading, means that there are fees to be paid. If the learner cannot afford this cost they can apply for support to the college's Access/hardship funds.

6. Appeals to the Office for the Independent Adjudicator

For Higher Education learners, the OIA offers an ombudsman service where internal and external appeals are exhausted. Information can be found at the website address below.

References

[Student Appeals Policy](#)

[Personal Tutoring](#)

[Internal Quality Assurance \(Internal Verification\)](#)

[Office for the Independent Adjudicator](#)

Appendices - attached

Appendix 1 – Academic Appeals Form

Appendix 2 – Assessor Feedback to Candidate after Appeal

Please complete the form indicating in your opinion what E&D strands are affected OR that it does not affect any E&D strands

Equality Impact Assessment

Student/Staff/Public concern

Is there any evidence or reason to believe, that students, staff and/or the public are concerned that this activity or the way it is carried out (or will be carried out) has an impact on equality. This can be for the following reasons for which public authorities must have due regard:

- the promotion of equality of opportunity between disabled people and other people
- the elimination of unlawful discrimination
- the elimination of disability related harassment
- the promotion of positive attitudes towards disabled people
- the encouraging of participation by disabled people in public life
- taking account of disabled people's needs, even where that involves treating disabled people more favourably than others
- Due regard for other strands

	Disability	Race	Gender	Age	Sexual orientation	Religion or belief	Carers	Any other groups
I have evidence that this policy/procedure may adversely affect one or more of the equality groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please state the evidence that you have:

If in your opinion no E&D strands are affected by this policy/Procedure please indicate by agreeing below.

Lakes College - West Cumbria

Approved by: Daniel Braithwaite
 Revision: 9
 Due for Revision Date: 03/06/2022
 Issued by QA: 11/06/2020

Quality Assurance

Agree

This policy/procedure does not impact adversely on any of the equality groups.

Agree

Following the Equality Impact Assessment, what are the recommendations?

The policy and Procedure promotes equality and is designed to ensure assessment judgements are fair. No further action

Form completed by: (Your Name)_ Mark Birschel

Lakes College - West Cumbria
Approved by: Daniel Braithwaite

Revision: 9
Due for Revision Date: 03/06/2022
Issued by QA: 11/06/2020

ACADEMIC APPEALS FORM

APPENDIX 1

Ref: AAF1

APPEAL

Name of student:

Name of assessor:

Name of IQA (internal verifier):

Unit(s) assessed:

Assessment Details:

Student's reasons for appeal:

IQA (Internal verifier) review decision:

Students signature: **Date:**

Guidance note: You should attach the assessed work to this form if the assessment was a written assessment.

Ref: AFC1

**ASSESSOR FEEDBACK TO CANDIDATE FOLLOWING REVIEW OF ASSESSMENT
DECISION AFTER APPEAL**

Candidate name:

Element/unit/course work title:

Original assessment:

Assessment after review:

Signed:

Date: