

<b>Procedure Name</b>	<b>Appeals Procedure Against an Assessment</b>
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## Scope

Any student who wishes to query the result of an assessment has the right to appeal against the decision.

This is a detailed procedure which must be followed and a copy of this can be obtained from the Directorate of Quality and HE or on the Intranet under Student Services, “Procedures”

Help and assistance with following the procedure can be obtained from your personal tutor or Quality Officer.

## 1 Student Appeals Procedure

All Students of Telford College are allowed to challenge the outcome of their assessment at the level of a unit of competence if they consider that the assessment has not been carried out appropriately.

The Student Appeals document specifies the standard arrangements for dealing with assessment queried between the two persons informally to promote good relationships between staff and student, and it is acknowledged that staff do already deal with Student assessment in a professional manner; but the aim of this procedure is to formalise these arrangements so that a common procedure can be implemented throughout the College.

Students might appeal on a variety of grounds including, for example, the following:

- The conduct of the assessment
- The adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirement.

In the event of a conflict arising between a member of staff and a student regarding a particular assessment the following procedure should be implemented.

## 2. Academic Appeals Procedure – Internal Process

The internal Academic Appeals Procedure involves the following 4 stages:

### Stage 1

Within 10 working days of the assessment being returned, the student should approach the member of staff who assessed the work and discuss the assessment. The staff member will review the assessment with the student against the assessment criteria available.

If the student is still not happy with the grade that he/she is given, Stage 2 should be invoked at the conclusion of the review.

Form AP2 must be completed and the student must be given a copy of this procedure. The student must sign the form to state that he/she is aware of the procedure and has been given a copy of it.

### Stage 2

- a) A copy of the completed form AP2 will be kept by the teacher. A copy will also be passed to the Curriculum Leader, Quality Officer and the Head of School.

- b) The teacher involved in the assessment will be given a copy of the AP2 form and will be given the opportunity to respond.
- c) The assessment undertaken by the student will be photocopied and all marks and comments made by the internal assessor will be removed.
- d) A teacher will be nominated by the Head of School to re-assess the work. All assessment criteria involved with the work must be available. The second teacher will re-assess the work and submit a grade. The re-assessment will be discussed with the Head of School.
- e) The Student will be presented with the results of this re-assessment by the Head of School within fourteen days of the completion of Form AP2. The curriculum leader will also be present.
- (f) In the event of the Student not accepting the re-assessment decision, they will be informed of their right to proceed to Stage 3 of the Academic Appeals Procedure.

Form AP3 must be completed and returned within 7 working days in order to proceed to Stage 3.

### Stage 3

- a) The Head of School and the Quality Officer will meet as a Panel to review the two assessments, together with any reports from the Curriculum Leader and internal verifiers/assessors from other curricula areas (where appropriate).
- b) The Panel may request to see the Student and the teachers involved in the marking procedures. If this is the case, they should be given 5 working days notice of the Panel Hearing and the student should be given copies of marked assignments prior to the panel hearing.
- c) The student will be informed of the outcome within seven working days of the Panel Hearing, in the presence of the Head of School or Director, and the Quality Officer. The student will be given details of the next stage of the appeals process if required.
- d) The Quality and Exams Manager will inform the awarding body of any change to the original grade.
- e) If the Student wishes to lodge an appeal, then this should be done within 7 working days of being informed of the outcome.

### Stage 4

In the event of the student not accepting the results of Stage 3 of the Academic Appeals Procedure the following will apply: -

The student will complete Form AP4 and the case will be referred to the appropriate Awarding Body by the Quality Officer within 10 working days of the Stage 3 interview. The Quality and Exams Manager and Quality Officer will be involved at this stage.

The Student will be kept informed of progress and time scale of events.

### **3. Academic Appeals Procedure – External Process**

If the student does not agree with Stage 3 of the internal procedure, or if the assignment/exam was marked by an awarding body nominated external person, then the following process will be followed:

- a) The Quality Officer will contact the Awarding Body for a copy of their Code of Practice for dealing with academic appeals.
- b) The student and Director of the appropriate vocational area will be kept informed of the progress of the appeal.
- c) The student will be aware of the time frame for the reassessment of the assignment/examination.

### **4. Storage of Appeals Documentation**

All completed documentation relating to appeals will be passed to the Quality and Exams Manager after the appeal has been completed and will be kept for 3 years. A log of all appeals and their outcomes will be kept by the Exams Department.



Appeals Form AP2

## FORM AP2

Copy to: Head of School  
Curriculum Leader  
Quality Officer  
Tutor  
Student

Date:.....

### ACADEMIC APPEALS PROCEDURE STAGE 2

Name of Student .....

Course of Study..... Year of Course.....

Subject Area of Assessment.....

Member of Staff involved.....

Brief Nature of disputed assessment:

### Declaration by Student

I have been provided with a copy of the Appeals Procedure and I understand that I have invoked Stage 2 of the Procedure. I will receive the result within 14 working days.

Signed.....



Appeals Form AP3

# FORM AP3

Director  
Head of School  
Quality Officer  
Student

## ACADEMIC APPEALS PROCEDURE STAGE 3

Declaration by Student

Following my re-assessment at Stage 2 of the Student Appeals Procedure, I do not agree with the decision and wish to proceed to Stage 3. I understand that I will be informed of the outcome within 7 working days.

Signed.....

Date: .....



Appeals Form AP4

# FORM AP4

**Copies to: Director  
Head of School  
Quality Exam Manager  
Quality Officer**

## DECLARATION OF STUDENT – STAGE 4

Name of Student .....

Course of Study .....

External Examining Body .....

I wish to invoke Stage 4 of the Academic Appeals Procedure by inviting the appropriate Awarding Body to investigate the appeal.

The necessary paperwork will be forwarded to the Awarding Body within 10 working days of this signed declaration.

Student ..... Date  
.....

Head of School .....

Director .....

The Awarding Body has been contacted and the paperwork has been sent in accordance with the time frame of the Awarding Body.

Signed ..... Quality and Exams Manager  
Date .....