

Title of Policy: Assessment Appeals Procedure

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Author	Quality Department
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Date of Equality Impact Assessment	Equality Impact Assessment - All Documents

Policy Statement

The aim of this policy is to establish the processes by which a student can appeal against an assessment decision made by a teacher on a programme in which the assessment decision can lead to the external certification of a qualification or part of a qualification.

Aim:

- 1. To enable the learner to enquire, question or appeal against an assessment decision**
- 2. To attempt to reach agreement between the student and the Assessor at the earliest opportunity**
- 3. To standardise and record any appeal to ensure openness and fairness**
- 4. To facilitate a learner's ultimate right of appeal to the Awarding Body and the Office of the Independent Adjudicator (BTEC Level 4-Level 7), where appropriate**
- 5. To protect the interests of all learners and the integrity of the qualification.**

In order to do this the College will:

- inform the learner at induction of the Assessment Appeals Policy and procedures, and provide access to written information for later reference
- record, track, and validate any appeal
- forward the appeal to the Awarding Organisation when a learner considers that a decision continues to disadvantage them after the internal appeals process has been exhausted
- keep appeals records for inspection by the Awarding Organisation according to their requirements
- use the stages in this procedure to structure appeals
- take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results
- monitor appeals to inform quality improvement

Student Appeal Against the Assessment of Performance

The three normal grounds on which you may appeal against an assessment are:

- that the Course Leader/Team was given incorrect information about assessment
- that the assessment scheme had been inappropriately applied, e.g. the range or type of evidence asked for was inadequate
- that exceptionally there are situations affecting the assessment which the Course leader/ Team was unaware of when making its decision

Stage 1

If you disagree with an assessment, you should first carefully examine the standards or criteria upon which the assessment was based. If you then still feel that the assessment decision is wrong or unfair, you should discuss your reasons with the assessor concerned as soon as possible. The decisions will be noted and kept in the course file for quality assurance purposes.

The assessor will consider your reasons with the Internal Quality Assurer and look again at what you did for the assessment. You will be given a clear explanation in writing within 5 working days. This will either be a new decision or confirmation of the original decision.

If you agree with this explanation, the appeal stops at this point. If you still feel the decision is wrong, you must tell the assessor or Internal Quality Assurer. Your appeal will then proceed to Stage 2.

Stage 2

Within one week of the end of Stage 1 you need to lodge an appeal in writing with the Curriculum Manager or Head of Centre. Your assessor will be able to give you details of who to contact. Your appeal should give details as to why you feel the assessment decision is wrong or unfair. You should also set out how you have tried to resolve the issue with the assessor. (see example of letter below).

The Curriculum Manager or Head of Centre will examine the information supplied by both you and the assessor and reconsider the assessment decision.

The Curriculum Manager or Head of Centre will contact you within 5 working days to give you the reconsidered assessment decision. If you agree with the reconsidered assessment decision, the appeal stops at this point. If the Curriculum Manager or Head of Centre are unable to resolve the problem, your appeal will be examined by the appeal panel or if you are still unhappy with this decision, you have the right to go to an appeals panel and your appeal will proceed to Stage 3.

Stage 3

Your appeal will go to an appeals panel. The panel will consist of three independent people, who have not previously had any involvement with your appeal. The panel will meet within 10 days of receiving your appeal.

The Appeal Board's membership could include:

- Principal
- Head of Centre (not involved in the initial appeal)
- Head of Teaching Learning and Quality Improvement
- Quality Manager
- Curriculum Manager (not involved in the initial appeal)
- A representative from the Course Team

and

- A note taker from a different department or Quality team

You will have an opportunity to speak to the panel or to be represented by an advisor (or both), or you may make a written submission. You can attend with a friend, relative or student representative, but not by any other legal or professional advisor unless the College otherwise agrees, having been given notice beforehand. Please note that students currently under any form of disciplinary sanction are ineligible to accompany you. The assessor who made the original decision and Internal Quality Assurer may be asked to attend the appeals panel to answer any questions.

The appeals panel will discuss the matter in private and reach a majority decision. The decision will be sent to you within 5 working days of the appeals panel meeting. If the appeal is successful, either the grade will be amended or you will be given the opportunity for reassessment. If the appeal is unsuccessful, this decision will be final. The decision of the appeals panel is final.

Stage 4

If you are unhappy with the decision made by the College Appeals Panel you have the right to escalate this to the Awarding Organisation for the qualification you are studying. For information concerning this process please refer to the Appeals Policy on the relevant Awarding Organisation Website. Please be aware a fee may be levied by the Awarding Organisation.

Higher Education Appeals

For courses assessed at Level 4 and above accredited by an awarding body such as Edexcel, the College appeals procedure will apply. For courses accredited by a University, students should refer to their programme handbook for the appeals procedure. This will also be available on the University web site.



Example of a Letter to appeal against assessment

Date

Address

Dear (Head of Centre)

Appeal Against Assessment

I wish to appeal against the assessment of (give details of the assessment you have concerns about).

(Next, outline in as much detail as possible why the assessment is incorrect or unfair.)

Yours sincerely

Signature

Print Name



Example of a letter notifying a student of the date of the appeal panel

Date

Address

Dear

Re: Appeal Against Assessment

Further to your letter of (date) I am writing to request that you attend an Appeal Panel who will consider your concerns at (time) on (date) at our (site).

Please report to the site main reception 5 minutes before the appeal, attendance at which is compulsory.

I will chair the meeting. (Name of Chair), and _____ will also be present. You will have an opportunity to speak to the panel or to be represented by an advisor (or both), or you may make a written submission.

You can attend with a friend, relative or student representative, but not by any other legal or professional advisor unless the College otherwise agrees, having been given notice beforehand. Please note that students currently under any form of disciplinary sanction are ineligible to accompany you. The assessor who made the original decision and Internal Quality Assurer may be asked to attend the appeals panel to answer any questions.

Following the Appeal Panel, you will be told in writing what decision has been reached.

If the appeal is successful, either the grade will be amended, or you will be given the opportunity for reassessment. If the appeal is unsuccessful, this decision will be final.

Yours sincerely

(Name)

Role

c.c. Head of Centre

Course Team leader

Tutor

Parent/Guardian

Student representative