

APPEALS POLICY - HIGHER EDUCATION 2018-19



GOVERNANCE AND CONTROL

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Accountable member of Executive Team	Stella McManus
Responsible member of staff	Colin Johnson
Document author	Colin Johnson

APPEALS POLICY

AIM

- To enable the student to appeal against assessment decisions
- To attempt to reach agreement between the student and the assessor
- To standardise and record any appeal to ensure transparency and fairness
- To facilitate a student's ultimate right of appeal to the College and the Awarding Body
- To protect the interest of all students and the integrity of the qualification.

In order to do this the college will:

- Inform students at induction and within the student handbook, of the appeals policy and procedure.
- Record, track and validate any appeal
- Forward the appeal to the Awarding Body when a student considers that the decision continues to disadvantage them and after internal appeals process has been exhausted
- To ensure appeals records are kept for inspection by the Awarding Body for the required duration
- To have a staged appeal procedure
- Monitor appeals to inform quality improvement

APPEALS PROCEDURE

Each stage should be recorded, dated and evidence either agreement or disagreement with the decision. All documentation must be archived for the required Awarding Body duration.

Appeals will be recorded and evidenced by the head of area.

A Completion of Procedure (COP), letter will be issued to the student at the end stage of the investigation outlining the outcome of the appeal.

STAGES

Stage One: SUBJECT TUTOR REVIEW

Appeal should be made directly to the tutor or assessor who made the original decision and provided the feedback. The assessor will discuss this with the student and the reasons for making their assessment decisions.

Stage Two: INTERNAL VERIFICATION OF DECISION

If the student is not satisfied after stage one, the issue/concern should be documented and the matter referred to the nominated internal verifier or Team Leader. This person will review the appeal decision and reassess work against standards set by the awarding body. The decision will be communicated to the student tutor or assessor. The student will be informed of the decision in writing.

Stage Three: PANEL

If the student is still unhappy after stages one and two of the procedure the program coordinator or Head of Higher Education will organise a panel for consideration of the appeal.

The Appeals Panel will consist of the Examination Manager, Head of Quality, Head of Higher Education and the Quality Nominee. Stage three decisions will be the final stage of the Appeals Procedure.

Stage Four: External APPEAL

If the student is still not satisfied after the College appeal stages have been exhausted, they have the right to contact the Awarding Body for the relevant qualification and request that they investigate the matter further. The student will be supported in making their appeal to the Awarding Body.