

Appeal against Assessment Decision Procedure

Rationale

Assessment within College programmes of study takes the form of both formative and summative assessments, with the learner participating fully in the assessment process, e.g. through assessment planning and reviews of performance.

It must be accepted that there may be differing perceptions by the learner and Tutor/Assessor on whether agreed evidence/work (agreed during assessment planning/review stages) meets the standards.

If this occurs, the learner will have the right to appeal via an accessible and open system. The appeals procedure set out below applies to learners registered with the College on a qualification.

In all cases the College will refer to and follow the appeals process set out by the relevant Awarding Organisation, Higher Education Institution or by the QAA.

Note

HE learners must follow the Appeals Procedure of the HEI; in this case *academic appeals are not heard until after results are issued*. For HE learners, appeals **cannot** be submitted based on disagreement with the academic or professional judgement of the assessment board/tutor.

Procedures for Appeal against Assessment

The characteristics of an appeals structure related to a programme of study will include:

- access to a fair and thorough review of assessment
- clear and prompt response times
- stages that provide all parties with the opportunity to put forward their case
- clear outcomes
- constructive feedback
- a formal recording system

Stage 1

Tutor/Assessor and Learner

Where a learner disagrees with the assessment decision given she/he must explain the reason for this to the Tutor/Assessor concerned as soon as possible. In most circumstances this will be immediately after receiving the assessment decision.

The Tutor/Assessor must consider the learner's explanation and provide a response through:

- a clear explanation/reiteration (as appropriate) of the assessment decision following a re-evaluation of the evidence/work

- completion of the Learner Appeal Form. **(Appendix 1)**
- amendment of the learner's assessment record, if appropriate

If the learner agrees with the decision, then the appeal need not proceed further.

Where the learner does not agree with the decision, the appeal must proceed to Stage 2.

Stage 2

Within 5 days of the appeal being raised, the Tutor/Assessor concerned must forward the following to the nominated Internal Quality Assurer

- a) the original assessment record of the learner, along with the evidence/work
- b) the completed Learner Appeal Form

The Internal Quality Assurer must reconsider the assessment decision.

This will normally involve an evaluation of:

- the learner's evidence/work and associated records
- the Tutor/Assessor's rationale for the decision
- the opinion of the learner.

In doing so the Internal Quality Assurer must complete the IQA Response form **(Appendix 2)** and provide the learner with the reconsidered assessment decision within 10 working days of receiving the appeal.

If the learner does not agree with the reconsidered assessment decision, the appeal will proceed to Stage 3.

Stage 3 Appeals Panel

If the learner does not agree with the decision made at Stage 2 she/he will have the right to forward his/her case to the Appeals Panel. The Internal Quality Assurer concerned at Stage 2 will forward relevant details to the Dean of Quality Improvement at, Unit 1-2, Coopers Yard, Cardiff, CF10 5NB and these should include;

- Learner Appeal Form **(Appendix 1)**
- Assessment Record sheet(s) and the learner's evidence/work and associated records
- IQA Response form **(Appendix 2)**

The Dean of Quality Improvement must convene, within 10 working days of Stage 2, a panel comprising:

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- The Dean of Quality Improvement
- The Stage 2 Internal Quality Assurer
- The Learner
- The Tutor/Assessor
- A friend or colleague of the Learner, if this is desired.

The appeals panel must reach a decision and inform the learner of the result in writing within 5 working days. This should be recorded using the Outcome of Appeal Panel form. **(Appendix 3).**

There are 2 possible outcomes of the appeals panel:

- If the appeals panel agrees with the learner's reason/s for appeal and the appeal is upheld, then the panel has the authority to override the assessment decision made by the assessor/tutor in the learner's favour.
- If the appeals panel disagrees with the learner's reason/s for appeal and the appeal is not upheld, the appeal will progress to the next stage; Stage 4 and be reviewed by the Awarding Organisation.

Records of all appeals are to be logged and made available as appropriate to:

- The Dean of Quality Improvement
- The Head of Department
- The Examination Officer
- The Awarding Organisation/HE Partner institution

Stage 4:

Awarding Organisation/HE Partner Appeal

Where the learner disagrees with the decision/s made by the appeals panel, she/he can appeal to the Awarding Organisation. This should be done in writing to Dean of Quality Improvement, who will forward the appeal within 2 days of receipt. For HE appeals, the appeal will be forwarded to the HE Partner institution by the Dean of HE.

If the learner decides to appeal to the Awarding Organisation or HE Partner they will be contacted in line with their respective Appeals Procedures. Any decisions made by the Awarding Organisation/HE Partners are final and cannot be pursued any further.

Appeals referred to Awarding Organisations or HE Partners will be recorded by the Quality Officer using the log in **Appendix 4.**

There is a Welsh version of this Document Available.

Learner Appeal Form (to be completed by the Tutor/Assessor)

[illegible][illegible]

Tutor/Assessor's Decision	
Date Appeal received	
Date of reply to initial appeal	
Assessor name (print)	
Assessor signature	

NB: Tutor/Assessor to complete and return to the IQA within 5 working days

IQA Response Form

[illegible]

Signature of IQA:

Date:

NB: IQA to return to learner or appeals panel within 10 working days of receipt of appeal

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Appendix 3

Outcome of Appeal Panel Form

[illegible]

Date Appeal received	
Date of Reply	
Associate Director of Quality (print)	
Associate Director of Quality signature	
Entered into Appeals Log	Yes / No

NB: Dean of Quality Improvement to return to learner within 5 working days of appeal panel.

Appendix 4
Awarding Organisation/HE Partner Appeals Log

Please supply details of Awarding Organisation/HE Partner	
Name of Awarding Organisation/HE Partner	
Date Awarding Organisation/HE Partner Notified of Appeal	
Date of Reply	
Outcome of appeal	

Date approved: 12-2-16

Approved by: Quality Standards Board

Review date: September 2022

Responsible Manager: Dean of Quality Improvement

Executive Lead: Deputy Principal Curriculum and Standards SJ

Accessible to Students: : Yes
