

# College Policy Paper



<b>Policy name:</b>	Academic Appeals
<b>Approved:</b>	14th January, 2020

<b>Purpose:</b>	<ol style="list-style-type: none"> <li>1. To enable the learner to enquire, question or appeal against an assessment decision.</li> <li>2. To attempt to reach agreement between the learner and the assessor at the earliest opportunity.</li> <li>3. To standardise and record any appeal to ensure openness and fairness.</li> <li>4. To facilitate a learner's ultimate right of appeal to the awarding body and the Office of the Independent Adjudicator (e.g. BTEC Level 4 to Level 7), where appropriate.</li> <li>5. To protect the interests of all learners and the integrity of the qualification.</li> </ol>
<b>Policy:</b>	<p><b>Highlands College will:</b></p> <ul style="list-style-type: none"> <li>• Inform the learner at induction, of the Appeals Policy and procedure.</li> <li>• Record, track and validate any appeal.</li> <li>• Forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage him/her after the internal appeals process has been exhausted.</li> <li>• Keep appeals records for inspection by the awarding body for a minimum of 18 months.</li> <li>• Have a staged appeals procedure.</li> <li>• 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.</li> <li>• Monitor appeals to inform quality improvement.</li> </ul>
<b>Scope:</b>	All qualifications with assessment and certification.
<b>Operational arrangements:</b>	<p><b>Responsibilities</b></p> <p><b>The college:</b></p> <ul style="list-style-type: none"> <li>• Will make the Appeals Policy available to students through the college website.</li> </ul> <p><b>Course Coordinators:</b></p> <ul style="list-style-type: none"> <li>• Will include the Appeals Policy in course handbooks and inform students of the process at induction.</li> <li>• Will inform the Head of Department and Registry of any appeals.</li> </ul>

	<p><b>Heads of Department:</b></p> <ul style="list-style-type: none"> <li>Will monitor individual appeals to ensure any lessons learned are fed back to help improve a course and the department.</li> </ul> <p><b>Registry</b></p> <ul style="list-style-type: none"> <li>Will log and maintain records of any academic appeals for a minimum period of 18 months from the end of the academic year or as required by the awarding organisation.</li> <li>Will manage the academic appeals process, record outcomes and liaise with awarding organisations to ensure the integrity of the process and qualification, to protect individual students and to protect the interests of other learners should an appeal be substantiated.</li> <li>Will monitor appeals to improve quality across the college.</li> </ul> <p><b>Process:</b></p> <p><u>Stage One: Informal</u></p> <p>The learner consults with the assessor to discuss the assessment decision within a period of five working days following the assessment decision. If unresolved, the issues are documented before moving to Stage Two.</p> <p><u>Stage Two: Formal</u></p> <p>Review of assessment decisions by the internal verifier within five working days of the concern being raised, and the learner is notified of the outcome in writing. The learner agrees or disagrees, in writing, with the outcome within a period of five working days. If unresolved, move to Stage Three.</p> <p><u>Stage Three: Appeal Hearing</u></p> <p>A senior member of staff will hear the appeal within a period of ten working days. The panel will also include a member of Registry staff and the Head of Department concerned. The student can be supported by a friend or parent at the Appeal Hearing.</p> <p><u>Stage Four: Appeal to Awarding Organisation</u></p> <p>Appeals to awarding organisations will be based on their learner academic appeals policies and a fee may be levied. The grounds for appeal and any supporting documentation must be submitted by the college to the awarding organisation within ten working days of the completion of Stage Three.</p>
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	Registry will record appeals: each stage will be recorded, dated and show either agreement or disagreement with the decision and reasons related to this. Any appeal can only be considered where it can be identified that the marking and internal quality assurance processes have not been followed or where it can be evidenced that the marking has not conformed to the grading criteria. Documents must be kept for a minimum of 18 months.
<b>Produced by:</b>	Registry
<b>Supporting Documentation</b>	<p>Awarding Organisation qualification specifications e.g. <a href="https://qualifications.pearson.com/en/subjects.html">https://qualifications.pearson.com/en/subjects.html</a></p> <p>Awarding Organisation Academic Appeals Policies e.g. <a href="https://qualifications.pearson.com/content/dam/pdf/Support/policies-for-centres-learners-and-employees/End-point-assessment-enquiries-and-appeals-policy.pdf">https://qualifications.pearson.com/content/dam/pdf/Support/policies-for-centres-learners-and-employees/End-point-assessment-enquiries-and-appeals-policy.pdf</a></p>
<b>Approved by:</b>	Policy Subcommittee
<b>Approval date:</b>	14 <sup>th</sup> January, 2020
<b>Supersedes:</b>	180110 Learner Academic Appeals
<b>Review date:</b>	January, 2021
<b>To be reviewed by:</b>	Registry