

SECTION	Student
POLICY	Assessment Appeals Policy and Procedure
DATE OF CREATION	
VERSION	
DATE OF ISSUE	19th July 2017
REVIEW DATE	31st August 2027

Introduction

1.1 Aim

- To enable the learner to enquire, question or appeal against an assessment decision
- To standardise and record any appeal to ensure openness and fairness
- To facilitate a learner's ultimate right of appeal to the Awarding Body, where appropriate
- To protect the interests of all learners and the integrity of the qualification.

1.2 Scope

- The scope of this procedure covers all programmes of study at Club Doncaster Foundation
- It only covers assessment contributing to the final grade/achievement of the qualification, ie not formative assessment
- It does not include externally assessed work, which is subject to Awarding Body regulations.

2.0 Terms and Definitions

2.1 Appeals are defined as challenges by individuals to decisions regarding assessment and grading of work contributing to that individual's final attainment. This is different in nature from a complaint which is of a wider nature, and is dealt with elsewhere under the Foundation's generic complaints procedure.

2.2 Learner means any individual enrolled onto a qualification by Club Doncaster Foundation.

3.0 Assessment Appeals Policy

Club Doncaster Foundation will:

- Inform the learner at induction, of the Appeals Policy and Procedure
- Record, track and validate any appeal
- 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
- Keep appeals records for inspection by the Awarding Body for a minimum of 3 years
- Have a staged appeals procedure
- Will 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
- Ensure that learners will not be disadvantaged because they lodge an appeal in good faith.

4.0 Time Limits and Limitations of Redress

- 4.1 Time limits on the right of appeal are set to ensure efficient and effective review, and to prevent frivolous or retrospective action. Timescales for this process may be varied to ensure that final deadlines for accreditation by external bodies are met, which are paramount.
- 4.2 Any amendments to academic decisions must be made prior to submission to the external body. The external body rules and regulations take precedence.
- 4.3 In general, appeals against assessment should be made within 7 days of receipt of the assessment decision, and no appeal against a specific assessment decision can be heard after a period of 30 days from receipt of that decision by the learner.

5.0 Responsibility

- Course leaders/Lead Internal Verifiers are responsible for ensuring that learners are aware of the Appeals Policy and Procedure
- The learner is responsible for initiating the procedure within the timeframe when he/she has reason to question a decision
- Assessors/Internal Verifiers/Lead Internal Verifiers are responsible for judging whether assessment decisions are valid, fair and unbiased
- The Leadership Team and Course Leaders are responsible for checking that the Policy and Procedures are implemented.

7.0 Procedure for Appeals

7.1 Stage 1: Assessor and Learner

Where a learner disagrees with the assessment decision he/she must explain the reasons for this with the assessor concerned, as soon as possible. In most circumstances this will be immediately after receiving the assessment decision and not later than 7 days.

The assessor must consider the learner's explanation and provide an immediate response through:-

- A clear explanation/reiteration [as appropriate] of the assessment decision following a re-evaluation of the evidence
- Completion of a Learner Appeal Form.
- Amendment of the learner's assessment record, if appropriate.

If the learner agrees with the decision thus provided the appeal need not proceed further.

Where the learner remains unhappy with the decision reached, the appeal must proceed to Stage 2.

7.2 Stage 2

The assessor concerned must forward:-

- the original assessment record and learner evidence, where appropriate
- the learner's appeal form completed to the nominated Internal Verifier or Course Leader

The Internal Verifier or Course Leader must reconsider the assessment decision taking into account all evidence. The opinion of other Assessors/Verifiers/Course Leaders and Subject Managers may be sought.

The Internal Verifier/Course Leader must provide the learner with the reconsidered decision within 5 working days of receiving the appeal.

Where the learner remains unhappy with the reconsidered assessment decision, the appeal must proceed to Stage 3.

7.3 **Stage 3: Appeal Hearing**

The Internal Verifier or Course Leader concerned at Stage 2 must forward all relevant details to an appropriate Manager and these should include:-

- Learner Appeals Form [appropriate sections completed]
- Assessment Record Sheet[s]/Assignments
- any written comments of the Internal Verifier or Subject Area Manager [perhaps providing background details].

The Principal/Quality Manager must convene, within 10 working days of Stage 2, a panel comprising of:-

- Principal (him/herself)
- Leadership Team member
- the Stage 2 Internal Verifier/Course Leader
- the original Assessor/Tutor
- the learner

The panel must reach a decision and inform the learner of the results within 5 working days both orally and in writing.

The decision of the Appeals Panel is the final internal stage.

7.4 **External Appeal**

Subject to Awarding Body rules and timescales, an external Appeal may be possible. Eg within 14 days and subject to payment of a fee to Pearson/NCFE. In such a case the Foundation will advise the learner of the procedure.

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

- the External Verifier
- The Awarding Body nominee (e.g. BTEC/NCFE programme)
- Principal/Head of Quality

7.4.1 **Awarding Bodies**

All timescales will be subject to awarding body requirements. They may be varied to ensure that final deadlines for awarding bodies are met.

7.4.2 External awarding body rules and regulations override the Foundation's procedures as the Foundation is not responsible for matters arising from awarding bodies