

# Higher Education Assessment Appeals Procedure

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## 1. Purpose

The purpose of this procedure is to ensure that learners have access to fair and timely assessment through the setting of assessments and to ensure students are provided with guidelines to understand the purpose of assessments and what is expected of them.

Also, to safeguard the interests of all students in recognising that all students have the right to appeal against decisions made about the standard of their work or the marks or grades allocated, whether internally or externally, or any other decision which affects students' progress

## 2. Scope

The Assessment procedure applies to all assessments of learners' work.

Where qualifications are assessed and marked externally by the Awarding Organisation each Awarding Body has an appeals procedure, a copy of which is held by the Examinations Manager. The College will support any student who wishes to appeal to an Awarding Organisation. However, if there is a financial cost involved, the College will require the student to pay any fees incurred.

All students will be informed of the appeals procedure during their induction programme and in the Programme Handbook.

There is an informal and formal procedure available. The formal procedure will only be instituted when the informal procedure has failed or is inappropriate.

Every attempt will be made to resolve disputes as near as possible to the point of origin.

The appeals procedures will act in partnership with any existing Grievance or Disciplinary Procedures and Equality & Diversity Policy. Nothing in these procedures shall be construed as diminishing any rights currently held by the student.

## 3. Responsibility

Overall responsibility for this policy lies with the Assistant Principal (Quality & MIS) supported by the Director of Curriculum: Adult & Higher Education, Curriculum Managers and Programme Leaders.

Teaching staff have the responsibility to provide well-coordinated arrangements for setting assessments and to return marked work within reasonable and pre-stated timescales. They must also ensure that assessments are carried out to nationally approved standards. The College has an assessment procedure which is reviewed annually and should be referred to by all Programme Teams.

Learners are entitled to be involved actively throughout the assessment process and to be aware of assessment criteria, methods and grading systems. However, they also have responsibility to submit assessments on time and to the required standards.

Programme Teams are required to provide learners with clear guidelines and instruction early in their course on the procedures for assessing student work and the setting, return and marking of assessments. (Guidance to be included in the Programme Handbook.)

Programme Teams will be responsible for ensuring learners are made aware of the requirements for internal and external verification and moderation.

## **4. Procedure**

A learner who feels that there has been an error in the process of marking/grading of an assessment should communicate their grievance to the Programme Leader and can request an independent reassessment.

The appeals procedure will be communicated to all learners and information available in the Programme Handbook.

### **4.1 Appeals**

#### Grounds for Appeal

An assessment decision, including any assessment decision made during the Accreditation of Prior Learning (APL) and Recognition of Prior Learning (RPL)

Any other decision which affects the student's achievement or progress on his/her/their course (e.g. option selection, progression onto years 2 and/or 3)

#### **4.1.1 Informal Procedure**

Where a learner wishes to make an appeal against a decision, the student should first of all endeavour to resolve the matter by a direct approach to the tutor who made the decision.

If the matter remains unresolved the student may require a meeting with the Programme Leader.

Before the meeting, the Programme Leader should have obtained an independent second opinion on the initial decision. Where relevant, the second opinion should be that of the internal verifier of the course.

## Higher Education Assessment Appeals

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If, after any action to resolve the dispute taken by the Programme Leader, the matter is not satisfactorily resolved, the complainant may submit to the Access & HE Curriculum Manager an Appeal Form [attached] to activate the formal procedure.

### 4.1.2 Formal Procedure

Within ten working days of receiving the Appeal Form the decision of the Curriculum Manager should be communicated to the student.

If the appeal is upheld, however the complainant remains unsatisfied, Higher Education complainants are entitled to request a Completion of Procedures letter, under OIA rules, within one month following receipt of the complaint response.

If the matter remains unresolved within twenty days of receipt of the Appeals Form, the student may exercise his/her/their right to take the appeal to an Appeals Panel. The Appeals Panel will consist of the Director of Curriculum: Adult & Higher Education (who will chair the panel), the Director of Quality, the Access & HE Curriculum Manager and the Programme Leader. The tutor who made the initial decision and the complainant, who may be accompanied by a friend or advisor, will be given the opportunity to discuss the appeal with the Appeals Panel. In the case where the Programme Leader is the tutor who made the initial decision, the curriculum area Curriculum Manager will make up the panel.

If the learner is not satisfied with the outcome of the Appeals Board, they may exercise their right to appeal to the Awarding Organisation. The Subject Area Curriculum Manager must support the learner to find the necessary information and contact to register this appeal with the Qualification Awarding Organisation.

If the appeal is not upheld, Higher Education complainants will receive a Completion of Procedures letter, which will be issued within 28 days after completion of the internal processes.

Higher Education complaints can be pursued with the Office for the Independent Adjudicator (OIA) <http://www.oiahe.org.uk> who will identify if the complaint is eligible for their review. Escalation to the OIA must be made within 12 months from the date of the Completion of Procedures letter.



### **5. Monitoring**

The impact of this policy will be monitored through the following routes:

- Learner Feedback, including compliments and complaints and review by the HE Student Council
- Self-Assessment Process

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(please tick as appropriate) ☐

Assessment decision

- ☐ RPL decision
- ☐ APL decision
- ☐ Other (please specify)

.....

**PROGRAMME LEADER:** .....

CURRICULUM AREA: .....

*continue on a separate sheet*

*continue on a separate sheet*

Student Signature: ..... Date: .....

Appeal decision	
Curriculum Manager - Signature	
Date	
Appeals Panel Decision	
Director of Curriculum: Adults & HE - Signature	
Date	