

## Learner Assessment Appeals Policy

Author	Deputy Executive Principal - Teaching, Learning and Improvement
Date	February 2022
Person Responsible	Deputy Executive Principal - Teaching, Learning and Improvement
Approval/ review body	SLT
Frequency of Review*	24 months

***\* Policies will be reviewed more frequently if legal changes or good practice require***

Review History:		
Date of review	Reviewed by	Reason for review
April 2011		
September 2013	D T&L	Minor amendments, title changes
December 2015	AP T&L	Title changes and minor amendments
November 2017	AP T&L	Minor amendments
January 2021	DEP TL&I	Harmonisation of Colleges
February 2022	DEP TL&I	Updates to make process clearer

### Contents

1.	Policy Statement.....	2
2.	Appeals by Learners.....	2
2.1.	Stage 1 – Tutor/Teacher/Lecturer/Assessor and Learner .....	2
2.2.	Stage 2 – Lead Internal Verifier.....	3
2.3.	Stage 3 – Appeals Panel.....	3
	Appeals Process .....	5
	Assessment Appeals Form – Appendix 1.....	6

## 1. Policy Statement

North Kent College, which incorporates Hadlow College, (“the College”) operates a rigorous system of internal verification to validate fair assessment, that complies with awarding body requirements. It is recognised that there may be circumstances when individual learners are unhappy with an assessment decision.

The Learner Assessment Appeals Policy should be used by any learner who believes that a piece of work has been assessed unfairly or not in accordance with the standards and level required by the Awarding Body.

## 2. Appeals by Learners

This procedure applies specifically to those further education learners who undertake an examination or assessment that is **within** the control of North Kent College. This Policy does not relate to external examinations such as GCSEs, where, upon receiving the results, the examination board appeals procedure will be included, should the learner, wish to pay and make an appeal against your given grade.

If a learner believes that they have a justified grievance related to an internal assessment process or decision, the appeals should follow the process set out below:

The College would always encourage learners to discuss any concerns with their Assessor/Teacher/Lecturer/Tutor in the first instance. If they remain dissatisfied, they should follow the appeals procedure outlined below.

### 2.1. Stage 1 – Tutor/Teacher/Lecturer/Assessor and Learner

The learner must notify their intention to appeal to the staff member who undertook the assessment in the first instance within **five** working days of receiving their assessment decision. The written reasons for the appeal should be agreed with the learner and recorded on the Stage 1 Appeal Form (see Appendix 1) and signed by the learner.

The staff member must consider the reasons and look again at the assessment evidence. They must then give the learner a response within eight working days which must be either:

2.1.1 confirmation in writing that the original assessment decision stands; or

2.1.2 a new decision with an explanation of the reason for the change.

The response must be filed either with the Curriculum Lead Internal Verifier and the Head of Curriculum (or equivalent), electronically or on paper (as appropriate).

If the learner accepts the staff member’s response, then the appeal stops at this point.

In accordance with the relevant Awarding Body, the college must abide by their guidance regarding the notification and recording of appeals.

If the learner is still unhappy with the decision, they must tell the staff member in writing within five working days of receipt. **The appeal will move to Stage 2.**

## **2.2. Stage 2 – Lead Internal Verifier**

Following notification that the learner is still unhappy with the assessment decision, the tutor must give the Lead Internal Verifier, or equivalent, the following information within two working days of the appeal reaching Stage 2:

- 2.2.1. the original assessment record and learner's evidence, where appropriate;
- 2.2.2. the written explanation and confirmation of the assessment decision; and
- 2.2.3. the IV decision evidence.

The Lead Internal Verifier, or equivalent, will reconsider the assessment decision, taking the following into account:

- 2.2.4. the learner's reason for appeal;
- 2.2.5. the learner's evidence and associated records;
- 2.2.6. the assessor's reason for the decision; and
- 2.2.7. the opinion of another assessor from the centre.

The Lead Internal Verifier, or equivalent, must then give the reconsidered decision, in writing, within **five** working days of receiving the appeal, to both learner and Tutor/Assessor/Teacher/Lecturer.

The learner must tell the Lead Internal Verifier and confirm in writing if they are still dissatisfied with the reconsidered assessment decision within **five** working days of receipt of the decision. If so, the appeal moves to **Stage 3**.

## **2.3. Stage 3 – Appeals Panel**

If the learner is dissatisfied with the decision after Stage 2, they have the right to go to an Appeals Panel. The staff member who conducted the Stage 2 process must send the following details to a College Deputy Executive Principal:

- 2.3.1. the written explanation and confirmation of the assessment decision;
- 2.3.2. the assessment record sheets; and
- 2.3.3. any written comments.

Within **ten** working days of receiving the appeal, a College Deputy Executive Principal will convene an Appeals Panel to hear the appeal. The Appeals Panel will consist of the College Deputy Executive Principal, a subject expert chosen

by the Chair (internal or external to the College) and an Assistant Principal.

If the panel considers the appeal and concludes that no further investigation is possible or useful (e.g., in the cases of a vexatious appeal), then the appeal may be referred directly to the relevant awarding body, and no appeal hearing will be convened.

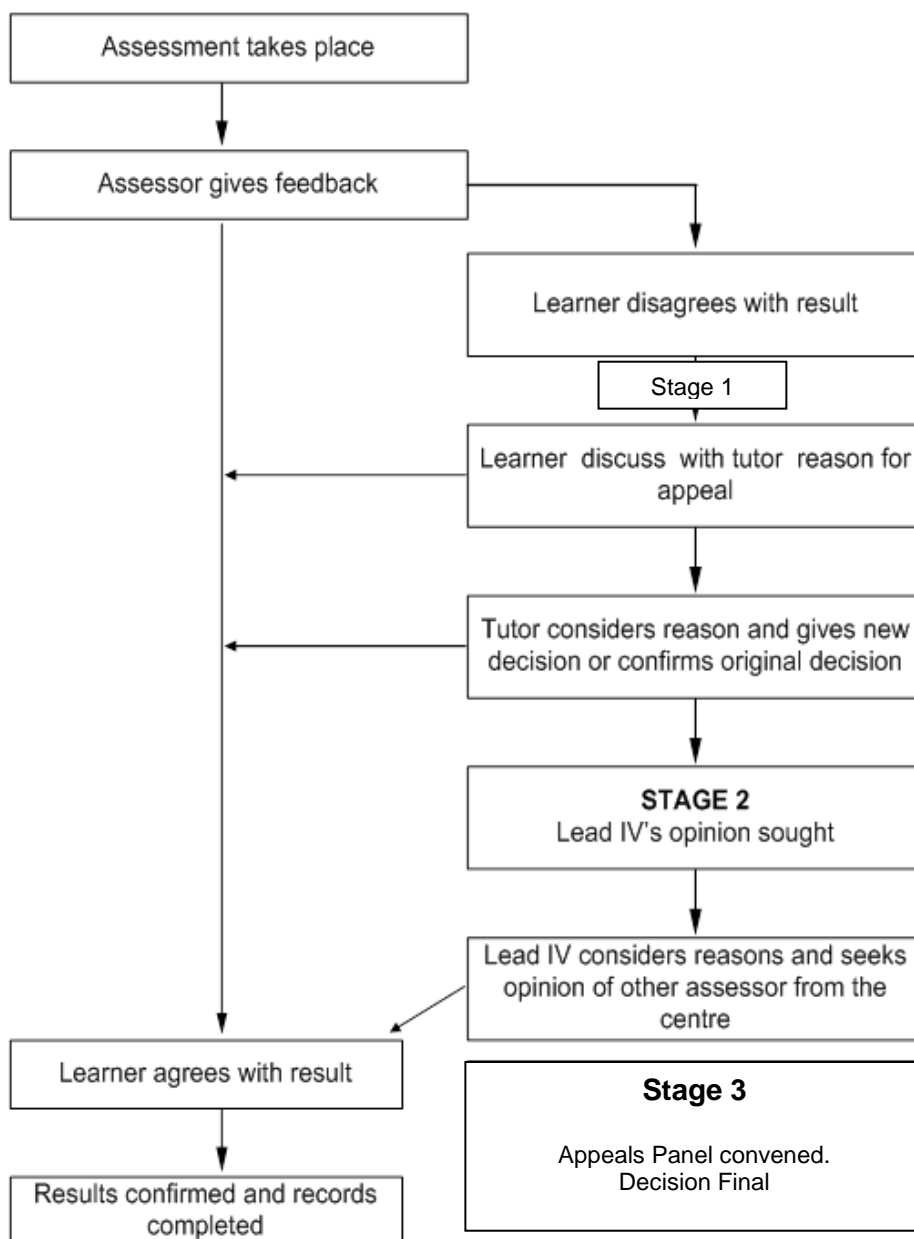
In all other cases an appeal hearing will be convened, and the learner will be invited to speak to the Appeals Panel. They have the right to be accompanied by a parent and/or friend, and/or make a written submission. The course team who made the original decision will be required to make representation to the Appeals Panel to answer any questions the panel may have. If the learner does not to attend the Panel Hearing, the Panel meeting will still go ahead in their absence.

The Appeals Panel will then discuss the matter in private and reach a majority decision. All parties will then be informed of the decision.

The decision of the Appeals Panel is final, although learners may appeal to the Awarding Body once the internal appeals decision has been completed but there is no further internal appeals process. Set out below is a flow chart of the Learner Appeals Process.

The Awarding Body must be notified in accordance with their guidance.

## Appeals Process



## Assessment Appeals Form – Appendix 1

Awarding Body:											
Name of Learner:	Course Title:										
Name of Assessor:	Name of Internal Verifier:										
Date of Assessment:	Curriculum Area:										
Unit and criteria covered by assessment activity:	Lead IV										
<b>Stage 1</b>											
<p><b>Stage 1: Staff member/Assessor's Comments</b></p> <p>Assessment details:</p> <div style="text-align: right; margin-top: 20px;">Final Grade: <input style="width: 40px; height: 20px;" type="text"/></div>											
<p><b>Learner's reason for appeal:</b></p>											
<p><b>Learner's signature</b>..... <b>Date</b>.....</p> <p><b>Staff member/Assessor's signature</b>..... <b>Date</b>.....</p>											
<p><b>Staff member/Assessor's decision based on Stage 1 procedure:</b></p>											
<p><b>Date letter of appeal received</b>..... <b>Acknowledgement letter sent</b> <input style="width: 20px; height: 15px;" type="checkbox"/></p>											
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Stage 2																						
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<b>Signature</b> .....	<b>Date</b> .....																					
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<b>Entered on Appeals Record Log</b> <input type="checkbox"/>																						
<b>Date Appeal Logged:</b> .....																						