

HE Student Assessment Appeals Policy

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Person Responsible	Assistant Principal Performance and Development
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
August 2015	HE Development Manager	College name and logo change
July 2016	AP Higher Education	Inclusion of external agencies and OIA guidance
April 2017	AP Sport, Care & Computing	Change in Job Title
April 2019	AP Performance & Development	Scheduled Review

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1. Appeals by Students

This policy applies specifically to those higher education students who undertake an examination or assessment that is within the control of North Kent College (“the College”).

2. Appealing Against an Individual Assessment Decision

As part of the assessment procedure, students will be required to sign that they accept and understand their assessment outcomes/grades.

If a student believes that they have a justified grievance related to an individual assessment decision, they should **informally** make an enquiry regarding the decision to the assessor who undertook the assessment in the first instance within **five** working days of receiving their assessment decision. They should also write their concerns on their assignment front sheet.

The Assessor must consider the reasons and look again at the assessment. S/he must then give the student a response, which must be either:

- 2.1 confirmation in writing within the assignment front sheet, that the original assessment decision stands; or
- 2.2 a new decision with an explanation of the reason for the change in writing within the assignment front sheet.

If the student accepts the tutor’s response, then the appeal stops at this point.

If the student is still unhappy with the decision, they are then deemed to be challenging academic judgement and s/he must refer to the complaints procedure as described in the College’s complaints policy if they wish to take the matter further. The student is also eligible to appeal against the decision of the Assessment Board if they feel that there were procedural irregularities in the conduct of the assessment procedures of such a nature as to create a reasonable possibility that the result might have been different had they not occurred.

3. Appealing Against an Assessment Board Decision (University of Greenwich Programmes)

Students enrolled on University of Greenwich programmes that wish to make an appeal should follow the University of Greenwich Appeals Policy.

4. Appealing Against an Assessment Board Decision (Non-University Programme Qualifications)

If a student feels that they have a justified grievance regarding a **decision relating to progression or achievement** made at an assessment board, they must follow the **formal** procedure described below:

4.1. Stage 1 – HE Development Officer

The student must write to the HE Development Officer with details relating to their concerns within **ten** working days of the results being published.

The HE Development Officer will re-consider the Assessment Board decision, taking the following into account:

- 4.1.1. the student's reason for appeal;
- 4.1.2. the student's evidence and associated records;
- 4.1.3. the original reason for the decision; and
- 4.1.4. the opinion of the assessment board members.

The HE Development Officer must then give the re-considered decision, in writing, within **ten** working days of receiving the appeal, to both student and members of the Assessment Board. If a decision is to be amended, then the appeal will move to **Stage 2**.

The student must tell the HE Development Officer and confirm in writing if they are still unhappy with the re-considered assessment decision within **five** working days of receipt of the decision. If so, the appeal moves to **Stage 2**.

4.2. Stage 2 – Appeals Panel

If the HE Development Officer feels that the initial decision made at the Assessment Board was incorrect, or if the student is dissatisfied with the decision after Stage 1, they have the right to go to an Appeals Panel. The HE Development Officer must send the following details to the Assistant Principal Performance & Development.

- 4.2.1. the written explanation and confirmation of the Assessment Board decision;
- 4.2.2. the Assessment Board record sheets; and
- 4.2.3. any written comments of the HE Development Officer (perhaps providing background details).

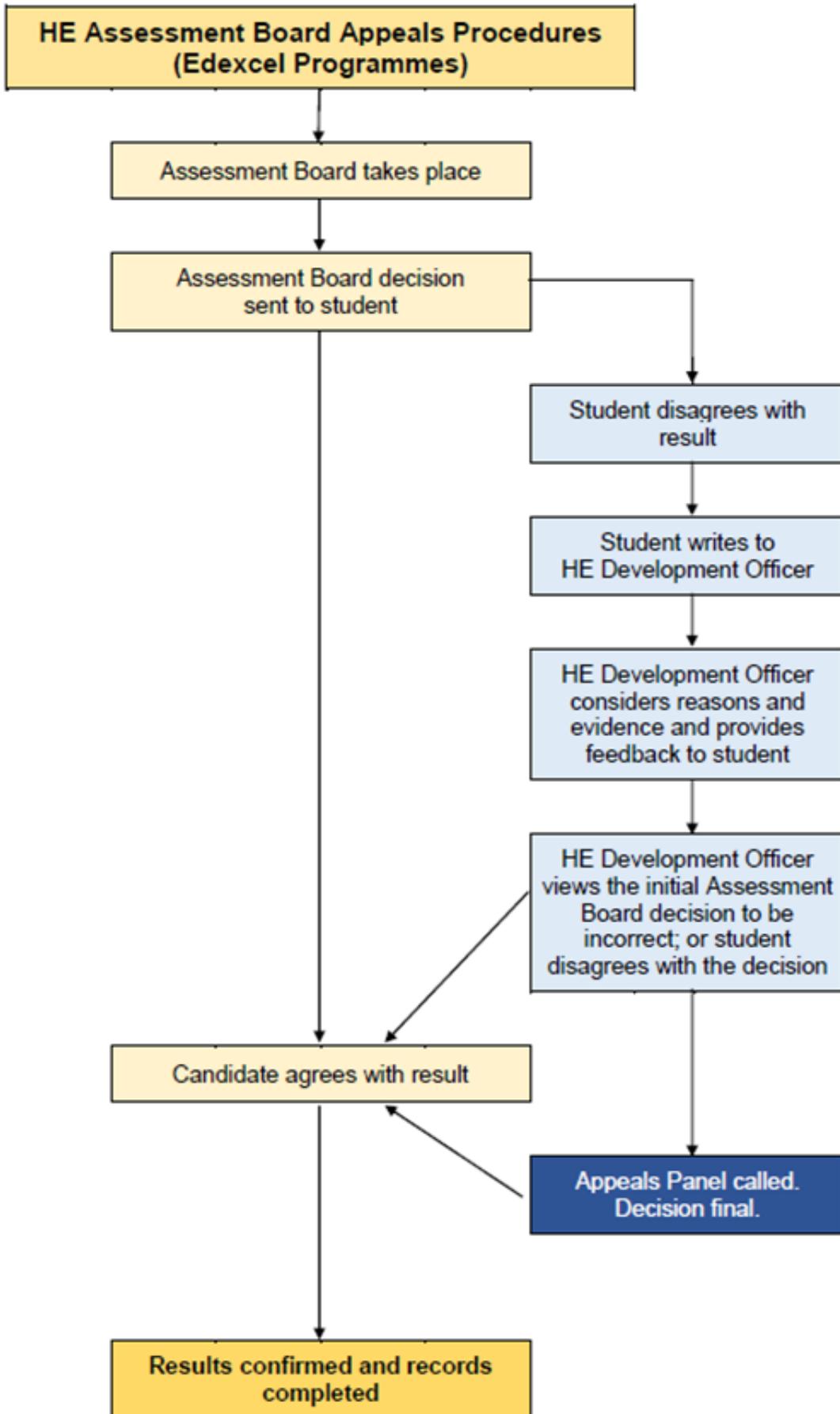
Within **ten** working days of receiving the appeal, the Assistant Principal Performance & Development will convene a College Appeals Panel to hear the appeal. The Appeals Panel will consist of the Assistant Principal Performance & Development and a subject expert chosen by the Chair (internal or external to the College).

The student may speak to the Appeals Panel and may be accompanied by an adviser, and/or make a written submission. The Chair of the

Assessment Board will be asked to attend the Appeals Panel to answer questions.

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 students may appeal to the Awarding Body once the internal appeals decision has been completed. Set out below is a flow chart of the HE Student Appeals Process.



Assessment Board Decision Appeals Form

Name of Student:	Programme Title:
Date of Assessment Board:	
Stage 1	
Student's reason for appeal (please provide specific information):	
Student signature.....	Date.....
HE Development Officer signature.....	Date.....
Assessor decision based on Stage 1 procedure:	
Date letter of appeal received.....	Acknowledgement letter sent <input type="checkbox"/>
Copy of letter and stage 1 notes sent to:	Date:
HE Development Officer <input type="checkbox"/>
Assessment Board Chair <input type="checkbox"/>
Assistant Principal (Department) <input type="checkbox"/>

Stage 2

Date of Stage 2 letter of appeal received:

Acknowledgement letter sent:

Appeal Panel Date:

Chair of Appeals Panel:

Members of Appeals Panel:

Invitation to appeals panel sent:

Outcome of Appeals Panel and comments:

Chair of Appeals Panel Signature..... Date.....

Outcome of Appeals Panel (Stage 2) sent to: Date:

Candidate

Assessor

Entered on Appeals Record Log

Date Appeal Logged:

4.3. Stage 3 – Directing Concerns to External Sources

In the event that both stages of the College’s internal appeals procedure has been completed and the student remains unsatisfied, s/he may wish to appeal to external organisations.

4.3.1 Pearson

For students on qualifications awarded by Pearson, any appeals have to be reported to and investigated by the College before a student may make a formal complaint to Pearson.

Where a learner considers the College’s internal appeals process to have failed to produce a satisfactory outcome, students are advised to make an enquiry or appeal, in writing, to the Pearson Vocational Quality Standards team within **fourteen** calendar days of being notified of the outcome of the College’s internal appeals process. The team can be contacted on vocationalqualitystandards@pearson.com. Evidence of the College’s appeal procedure having been utilised must be provided.

4.3.2 Office of the Independent Adjudicator for Higher Education (“OIA”)

Once a formal appeal has been considered by the College and the appeals procedure has been exhausted, if the student feels that their appeal is still not resolved or that the outcome is unreasonable in relation to the evidence, then they are entitled to raise the matter for external and independent review by the OIA within 12 months of the issue of a Completion of Procedures letter by the College. Examples of issues that the OIA can investigate into are:

- 4.3.2.1 Any final decision of the College;
- 4.3.2.2 Maladministration;
- 4.3.2.3 Procedural irregularities;
- 4.3.2.4 Unfair practices; and
- 4.3.2.5 Disciplinary matters, including plagiarism.

However, the OIA will *not* investigate into “academic judgment” (i.e. accuracy of an assessment grade awarded to a student).

Information on the process may be obtained directly from the OIA at www.oiahe.org.uk

Office of the Independent Adjudicator for Higher Education
Second Floor
Abbey Gate
Reading
Berkshire
RG1 3AB
Tel: 0118 959 9813.
Email: enquiries@oiahe.org.

4.3.3 Quality Assurance Agency (QAA)

After the College's internal appeals procedure has been exhausted, a student can contact the QAA who may investigate concerns where they think such concerns indicate serious systemic or procedural problems in regard to academic standards or the quality of learning opportunities. However, the QAA will not investigate into any of the following:

- 4.3.3.1 Matters of academic judgement, such as examination results;
- 4.3.3.2 Requests for institutions or external examiners to re-mark work;
- 4.3.3.3 Grievances against individual staff;
- 4.3.3.4 Problems that the institution has already rectified; and
- 4.3.3.5 Isolated mistakes or occurrences of bad practice.

The formal Expectations that providers are required to meet are set out in the QAA Quality Code (details of which can be located within the College HE Community Moodle Site).

Before contacting the QAA, students are encouraged to read their guide to check whether their concern is one that the QAA can investigate, and to find out how to submit it to them. The QAA do not investigate individual grievances. If a concern is of a personal or very specific nature, the student may need to contact the Office of the Independent Adjudicator (OIA). If the issues raised by the same person are under investigation by the OIA, the QAA may contact the OIA to collect relevant information about the case where it has already been compiled, under a formal information-sharing agreement. If the issues raised by the same person are related to ongoing legal proceedings or an Employment Tribunal, then those processes should be completed before the QAA will consider investigating.