



Teitl: Learner Appeal Against Assessment Decisions Procedure
Title:

Dyddiad Cyhoeddi: March 2019
Issue Date:

Cydraddoldeb ac Amrywiaeth / Equality & Diversity

Dolen at Gam 1 Asesu'r Effaith ar Gydraddoldeb: / Equality Impact Assessment Stage 1 Link:	Learner Appeal Against Assessment Decisions Procedure EIA Stage 1
Dolen at Gam 2 Asesu'r Effaith ar Gydraddoldeb: / Equality Impact Assessment Stage 2 Link:	-

Adolygu a Chymeradwyo / Review and Approval

Cyfrifoldeb: Responsibility:	Director of Quality & HE
Corff Cymeradwyo: Approval body:	SMT
Dyddiad Cymeradwyo: Approval date:	March 2019
Amllder Adolygu: Review Frequency:	3 years
Dyddiad Asesu'r Effaith ar Gydraddoldeb: Equality Impact Assessment Date:	March 2019
Dyddiad y Daw i Ben: Expiry Date:	March 2022

Cwmpas / Scope

Sicrhewch fod y polisi/strategaeth yn cynnwys datganiad cwmpas sydd yn nodi at bwy neu beth mae'r polisi yn berthnasol iddynt. Er enghraifft: pob gweithiwr, myfyriwr, system gyfrifiadurol, taliad cerdyn credyd.

Please ensure that the policy/strategy includes a scope statement that specifies to who or what the policy applies. For example: all employees, all learners, all computer systems, all credit card payments.

*I'w bennu gan y Rheolwr Gweinyddol a Gwasanaethau Cwsmeriaid
/
/ To be assigned by the Admin & Customer Service Manager*

Learner appeal against assessment decisions procedure

1. Purpose

The purpose of this procedure is to ensure that any appeal made by a learner in relation to examination or assessment decisions is dealt with fairly, objectively and without discrimination. To this end, learners may receive appropriate support to enable them to pursue their appeal.

2. Scope

This procedure covers all appeals that are made by learners in relation to assessment processes. The appeal procedure gives due consideration to any relevant national standards and or awarding organisation requirements.

3. References

Coleg Cambria – Equality Policy
Awarding Organisation Code of Practice for Student Appeals

4. Procedure

- 4.1 If a learner is concerned about any part of the assessment process for any qualification, then they should first discuss problems with the appropriate assessor or tutor.
- 4.2 If it is not possible for the learner to approach the assessor or tutor then they should speak to their personal tutor.
- 4.3 In the case of QCF qualifications - Awards, Certificates and Diplomas - if there is a disagreement with the assessment decision, the matter is referred to the relevant Internal Quality Assurer (IQA).
- 4.4 In circumstances where a learner feels that s/he has sufficient and proper grounds to challenge decisions concerning the conduct or outcome of assessment and it has not been possible to resolve the problem through the consultation process as stated in 4.1, 4.2 and 4.3 above, s/he is entitled to appeal.
- 4.5 Appeals should be made within 10 working days of a learner receiving the assessment outcome. However, it is accepted that in exceptional circumstances, grounds for appeal may only come to light at a later date. If this is the case the learner should outline their grounds for appeal and

reasons for the late submission of the appeal and these will be considered on a case by case basis at the discretion of the college. In all such cases the learner will receive a written response.

4.6 Appeals may be made against:

- The conduct of assessment
- Opportunities available for assessment
- Opportunities available for re-assessment
- Appropriate coverage of the evidence assessed in terms of national standards and the awarding organisation requirements
- Failure of the assessor to provide assessment agreed in the learner's assessment plan
- Assessment decisions/grades

4.7 The learner should lodge a formal appeal in writing (form attached) and send it to the Assistant Principal of the area involved, who records it on the Formal Appeal document and reviews the appeal. In the case of a learner wishing to appeal against a GCSE or A Level exam result, they should be referred to the exams office who will complete the necessary awarding organisation appeal forms and inform the student of the relevant appeals charge before sending the forms to the awarding organisation. Copies of the appeals are maintained in the exams office.

4.8 If the Assistant Principal is unable to resolve the issue they will pass the appeal documentation to the Assistant Principal of Quality & HE, who will acknowledge receipt by letter.

4.9 On receipt of a formal appeal the Assistant Principal of Quality & HE, is required to investigate the situation, and communicate the decision as to whether to take the appeal further to the student **within ten working days of receiving the appeal from the** Assistant Principal. (Note: queries with awarding organisations may take longer and may be up to 30 days. You will be informed if this is the case)

4.10 If the Assistant Principal of Quality & HE, finds that there is valid reason for the appeal then an appeals panel is set up comprising:

Director of Quality & HE,

An independent vocationally competent Assessor or Tutor

An independent vocationally competent Internal Quality Assurer

An independent Assistant Principal

4.11 Appeals are considered, recorded and a decision communicated in writing to the learner, and the relevant staff, **within ten working days of the appeal being heard.**

4.12 Where, for good reason it is not possible to proceed with the appeal within that time scale, the learner is advised of the reason and is given the proposed date for the appeal to be considered.

4.13 Outcomes of the appeals process may result in :

- Re-assessment of the learner evidence by the original assessor/IQA/lecturer
- Re-assessment of the learner evidence by a different assessor/IQA/lecturer
- The original decision being upheld
- Advice being sought of the external quality assurer/moderator/awarding organisation.

4.14 If a learner considers that the centre has not conducted an appeal fairly, or that s/he has been discriminated against, s/he may appeal in the first instance to the awarding organisation, and if still dissatisfied, to DfES.

5. Quality Records

Document

Storage

Records of formal appeals

Director of Quality & HE, office and Appeals register

Copies of the appeal

Relevant Directorate Appeals file

Records are retained for a minimum of 5 years and are then archived on the instruction of the Director of Quality & HE.

End.

FORMAL APPEAL

Name of learner

Programme / Course

Date

Description of appeal

Learner Signature

Date

Director Signature

Date