



Teitl: Title:	Student Appeals Policy
Fersiwn: Version	3
I bwy mae'r Polisi hwn yn berthnasol? Who does this Policy Relate to?	Myfyrwyr / Staff / Myfyrwyr a Staff / Arall (rhowch fanylion) Students

Cydraddoldeb ac Amrywiaeth / Equality & Diversity

Dolen at Gam 1 Asesu Effaith (ar Gydraddoldeb a'r Gymraeg): / Impact Assessment Stage 1 (Equality & Welsh) link:	Academic Appeals Policy - IA Stage 1
<i>Effaith ar yr Iaith Gymraeg</i> <i>Mae asesiad effaith wedi'i gynnal ar y polisi hwn i ystyried ei effaith ar yr iaith Gymraeg yn unol â Safonau'r Gymraeg (94-104) a Mesur yr Iaith Gymraeg (Cymru) 2011.</i>	<i>Welsh Language Impact</i> An impact assessment has been carried out on this policy to consider its effect on the Welsh Language in accordance with the Welsh Language Standards (94-104) and the Welsh Language (Wales) Measure 2011.

Adolygu a Chymeradwyo / Review and Approval

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Anfonwch y ddogfen wedi ei chymeradwyo i'w chyfieithu gan ddefnyddio'r [Ffurflen Cais Cyfieithu](#)
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Student Appeals Policy

1. Introduction

- 1.1. Coleg Cambria is committed to the highest standards of quality, honesty, integrity and accountability.
- 1.2. In order to uphold these standards, it is essential that students are aware of the processes and procedures they can follow to appeal internal assessment decisions and centre decisions made relating to approved access arrangements.
- 1.3. Furthermore, students need to be aware of how to apply for special consideration in the event of an illness, injury or adverse circumstances beyond their control at the time of their examination or assessment.
- 1.4. Students also need to be informed of how to access post results services such as a review of marking or clerical checks, once they receive results for external examinations which took place during specific times of the year.
- 1.5. Coleg Cambria is fully committed to the regulations set out by the **Joint Council for Qualifications (JCQ)** and its Awarding bodies.

- 1.6. The College will ensure that appropriate action will be taken where students wish to appeal internal assessment decisions, and College decisions relating to access arrangements.
- 1.7. The College will further ensure, through liaison with the relevant Awarding Bodies, that students are able to access post results services for external examinations and, where appropriate, and make applications for special consideration.
- 1.8. This policy is informed by and complies with the published JCQ Guidelines for non-examination assessment, special consideration, post results and appeals.
- 1.9. Other college policies relating to this policy:
 - 1.9.1. Examinations Policy
 - 1.9.2. Non-examination Assessment Policy

2. Purpose

- 2.1. This policy ensures that:
 - 2.1.1. All students have the right to appeal against internal assessment decisions as well as those made relating to access arrangements.
 - 2.1.2. Students are able to lodge enquiries about internal assessment decisions and decisions made relating to access arrangements for examinations and/or assessments.
 - 2.1.3. Students are able to request special consideration in the event of a temporary illness, injury or adverse circumstances beyond their control at the time of the examination or assessment.
 - 2.1.4. Students can request copies of scripts and apply for clerical checks for external examinations.
 - 2.1.5. There is a clear procedure for handling disputes where a candidate disagrees with a decision by the centre, so that this can be resolved openly and effectively through a formal independent process.
 - 2.1.6. Records are kept of all appeals and enquiries for internal quality assurance processes, which meet the Code of Practice requirements for awarding bodies, found on the Regulatory Authorities' websites¹.

3. Student Appeal Process (Internally assessed coursework)

- 3.1. Internal assessments are tasks or assignments which are set and/or marked by tutors in accordance with the Awarding Organisations' specifications. This would include Non-Examination Assessment (NEA), Coursework and Controlled Assessments.
- 3.2. Tutors will ensure that internal standardisation and moderation is completed prior to students being informed of their marks.
- 3.3. In accordance with the guidance from JCQ, learners are entitled to know the outcome of their internally assessed coursework marks and are entitled to review of these marks prior to submission to the awarding bodies.
- 3.4. Students must be informed of their internally assessed marks at least 10 working days prior to the Awarding body deadlines for mark submission.
- 3.5. Students have 3 working days to appeal against their marks following notification by their subject teacher.
- 3.6. All learners must have access to a copy of their marked work, the relevant specification, grading grid and associated subject-specific documents to help them to decide whether they wish to appeal.

- 3.7. The learner will need to submit an email to the tutor should they wish to appeal outlining why they feel they have met the assessment criteria beyond the marks allocated. The subject teacher will promptly (same working day, if possible) inform the Curriculum Director of the need to arrange a review of marking.
- 3.8. Students or their representatives must not contact the Awarding body directly.
- 3.9. The College then has a minimum of 5 working days ahead of the external marks submission date to ensure that work can be remarked and standardised against other student assessed work by another appropriately qualified teacher/assessor who has not taught and has no personal interest in the outcome of the student.
- 3.10. All students will be informed in writing of the outcome of the appeal prior to mark submission.
- 3.11. Following on from any appeal, please also be aware that the coursework will be externally moderated by the examination centre and the scores given may change, so the scores that are allocated by staff are only provisional.
- 3.12. For further information please refer to the College's **Non-examination assessment Policy**.
- 3.13. The Quality Directorate will maintain a central register of appeals that will be monitored to ensure that departments meet the required timelines.
- 3.14. See Appendix 1 for a Flowchart of the **Appeals for Internal Assessment Decisions process**.

4. **Student Appeal Process and Post results services (Post Awarding Body Announcement)**

- 4.1. Not all coursework is internally marked and therefore access to indicative marks/grades is not always possible.
- 4.2. This relates mostly to GCSE and A-Level qualifications and to some vocational provision that is for example delivered through the Technical Qualification route or has an End Point Assessment.
- 4.3. This does not preclude the learner from appealing the mark/grade awarded but will need to follow the guidance provided by the individual awarding body.
- 4.4. For external examinations, which take place during specific times of the year, results will be published on predetermined JCQ Results days.
- 4.5. Directors of Curriculum and tutors will be available to provide support and information to students on component marks received and grade boundaries.
- 4.6. Students can, as soon as they have received their results, and by the published Awarding body deadline, make a request for a copy of their script and/or a clerical check (review of marking) by notifying the Exams Office in writing by emailing exams@cambria.ac.uk.
- 4.7. Learners cannot appeal directly to the Awarding body this must be done by the college on the learners behalf.
- 4.8. Students can apply for the following services:
 - 4.8.1. **Script return - Priority Electronic Copy** - This is an express service aimed at those considering re-marks.
 - 4.8.2. **Script return - Non-Priority Electronic Copy**. If the non-priority service is selected the scripts **may not** be returned before the deadline for requesting a review of marking).
 - 4.8.3. **Priority Review of marking / clerical check**. This service is provided for students whose future places at university/college are in doubt.
 - 4.8.4. **Non-priority review of marking / clerical check**.
- 4.9. Fees may be payable for these services and will be confirmed by the Exams

- Office upon application.
- 4.10. When providing their consent to a clerical re-check or review of marking, the student also confirms that they understand that the outcome might be that their final subject grade and/or mark may be lower than, higher than, or stay the same as the result which was originally awarded.
 - 4.11. The Exams Office will make the application on behalf of the student to the Awarding body by the appropriate deadline, and notify the candidate of the outcome.
 - 4.12. If the learner is not content with the outcome of review -they may further appeal the outcome of a review of marking decision, by making a written application to the Exams Office at exams@cambria.ac.uk.
 - 4.13. The Head of Centre will be notified who will have the final say on whether a submission will be made to the Awarding body.
 - 4.14. Fees may be payable for these services and will be confirmed by the Exams Office.
 - 4.15. Students or their representatives must **not** contact the Awarding body directly.
 - 4.16. When providing their consent to a subsequent appeal, the student also confirms that they understand that the outcome might be that their final subject grade and/or mark may be lower than, higher than, or stay the same as the result which was originally awarded.
 - 4.17. For further information please see relevant Awarding Body post results information:
WJEC - [Results day](#)
BTEC - [Results and post results | Pearson qualifications](#)
City and Guilds - [Technicals | City & Guilds](#)
 - 4.18. See Appendix 2 for a Flowchart of the **Appeals and Post results services - November, January and May/June Examinations only process.**

5. Appeals for Access arrangement and reasonable adjustment decisions

- 5.1. Access arrangements and reasonable adjustments are pre-examination adjustments approved before an examination or assessment.
- 5.2. They allow candidates with additional learning needs, disabilities or temporary injuries to access the examination or assessment.
- 5.3. Students should inform the College (their tutor and/or the ALN department) as soon as possible after starting their course of any access arrangements or reasonable adjustments that they believe they are eligible for.
- 5.4. Tutors may also notify ALN of any access arrangements or reasonable adjustments, and must do so prior to the internal college deadline and prior to any internal or external assessment taking place.
- 5.5. In the event of a temporary injury, students must notify their tutor and/or the ALN team as soon as possible of the injury occurring.
- 5.6. The College cannot accept or process any retrospective access arrangement requests for assessments or examinations which have already taken place.
- 5.7. **Where very late applications have been made (<1 month prior to an exam or assessment) it may not be possible to process these or any subsequent appeals in time for the exam.**
- 5.8. The ALN team will gather evidence, and make a decision on whether the candidate is eligible for access arrangements.
- 5.9. If approved, the ALN team will ensure that an application is made to the relevant Awarding body by Exams, recommending the access arrangements required, in

advance of any Awarding body deadlines. The Awarding body may approve or reject the application.

- 5.10. The ALN team will notify the student whether the access arrangement / reasonable adjustment has been approved or declined.
- 5.11. In the event where the ALN team has declined an access arrangement application, students can appeal the decision in the first instance by speaking to their specialist tutor.
- 5.12. Should the student wish to further appeal, they can apply in writing to the Head of Inclusion, who will refer the appeal to the ALN Panel.
- 5.13. Students or their representatives must not contact the Awarding body directly.
- 5.14. The ALN panel will review the evidence and original decision and will inform the student whether the appeal has been upheld or not.
- 5.15. Where an appeal has been upheld, the ALN team will ensure that an application is made to the relevant Awarding body by Exams, recommending the access arrangements required. The Awarding body may approve or reject the application.
- 5.16. In the event where the Awarding body has declined an access arrangement application, Exams will notify the Head of ALN and the reason for the rejection will be investigated.
- 5.17. The Head of Centre will be notified who will have the final say on whether a submission will be made to the Awarding body.
- 5.18. Students or their representatives must not contact the Awarding body directly
- 5.19. For further information on learning support and access arrangements please refer to the **Inclusion / Learning support (ALN) pages** on the [Student Hub](#).
- 5.20. See Appendix 3 for a Flowchart of the **Access arrangement and reasonable adjustment decisions process**.

6. Applications for Special Consideration

- 6.1. Special consideration is an adjustment to a candidate's mark or grade to reflect a temporary illness, injury or adverse circumstances beyond their control at the time of the examination or assessment.

6.2. Special consideration for external examinations

- 6.2.1. For **external examinations** (exams set and assessed by the Awarding body - paper or online), students must apply for special consideration by contacting exams@cambria.ac.uk, and/or their tutor, within 3 days of the exam taking place and/or within the Awarding body deadline, whichever is sooner.
- 6.2.2. Awarding bodies have strict deadlines for making applications for special consideration for external examinations, and applications after these deadlines may not be considered.
- 6.2.3. Students must provide clear reasons as well as supporting evidence, such as a doctor's note, to support their application.
- 6.2.4. Tutors / learning support staff may also, under certain circumstances provide a supporting statement, however this will not be the sole basis of evidence.
- 6.2.5. Should a student start to feel unwell during an examination, they should notify the invigilator at the time, so that this can be recorded on the Invigilation Report.
- 6.2.6. The student will still need to make a subsequent request for special consideration to the Exams Office, as per 6.2.1 above.

- 6.2.7. The Examinations Manager will forward a completed special consideration form and evidence to the relevant awarding body within seven days of the examination, or the published deadline.
- 6.2.8. The Examinations Manager will notify the candidate of the Awarding body decision.

6.3. Special consideration requests for internal assessments

- 6.3.1. For **internal assessments**, where possible, students must let the tutor know before the submission deadline, or any issues or adverse circumstances, so that an internal resolution can be sought where possible, such as extending the deadline.
- 6.3.2. If this is not possible, students must notify their tutors, as soon as possible after the assessment has taken place by emailing their tutor.
- 6.3.3. Students must provide clear reasons as well as supporting evidence, such as a doctor's note, to support their application.
- 6.3.4. Tutors / learning support staff may also, under certain circumstances provide a supporting statement, however this will not be the sole basis of evidence.
- 6.3.5. The Director of Curriculum will review the evidence and decide whether an appeal for special consideration must be made to the Awarding Body.
- 6.3.6. The Director of Curriculum will work with Quality to submit a special consideration request and evidence to the relevant awarding body within the published deadline, where applicable.
- 6.3.7. The Director of Curriculum will ensure the candidate is notified of the Awarding body decision.

- 6.4. For further information please refer to the [JCQ Guide to the Special Consideration process.](#)

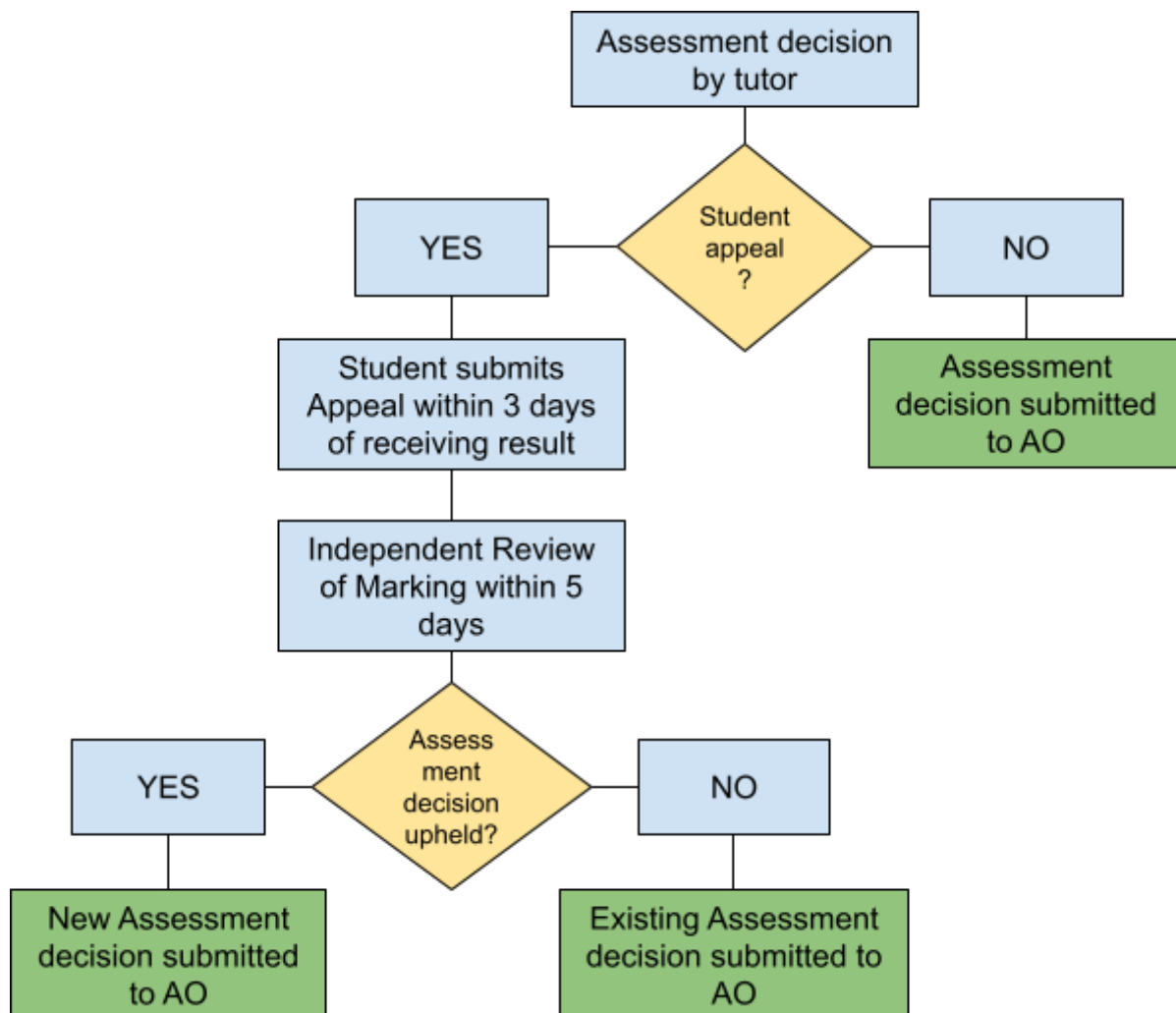
7. Further information / Links

JCQ Non- Examination assessment Guidance	Non-Examination Assessments - JCQ Joint Council for Qualifications
JCQ Guide to the Special Consideration Process	A guide to the special consideration process General and Vocational qualifications
JCQ Post results services Guidance	Post-Results Services - JCQ Joint Council for Qualifications
JCQ Appeals Guidance	Appeals - JCQ Joint Council for Qualifications

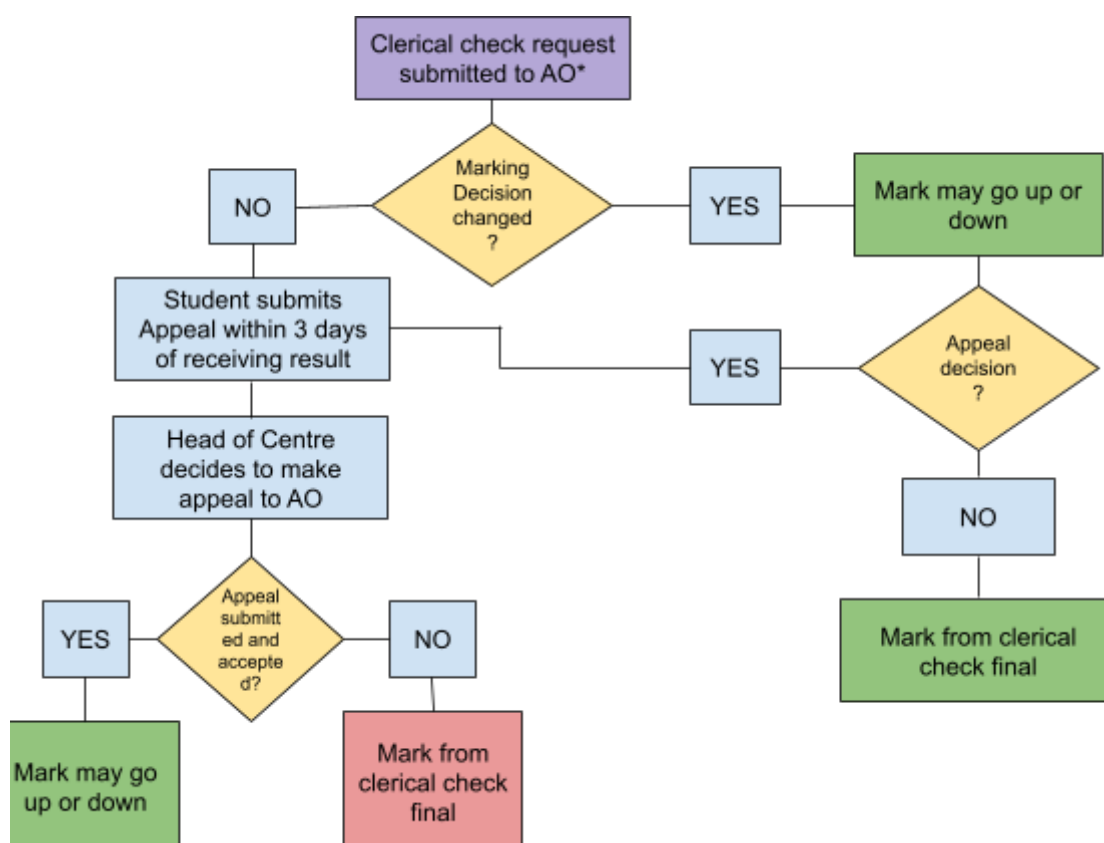
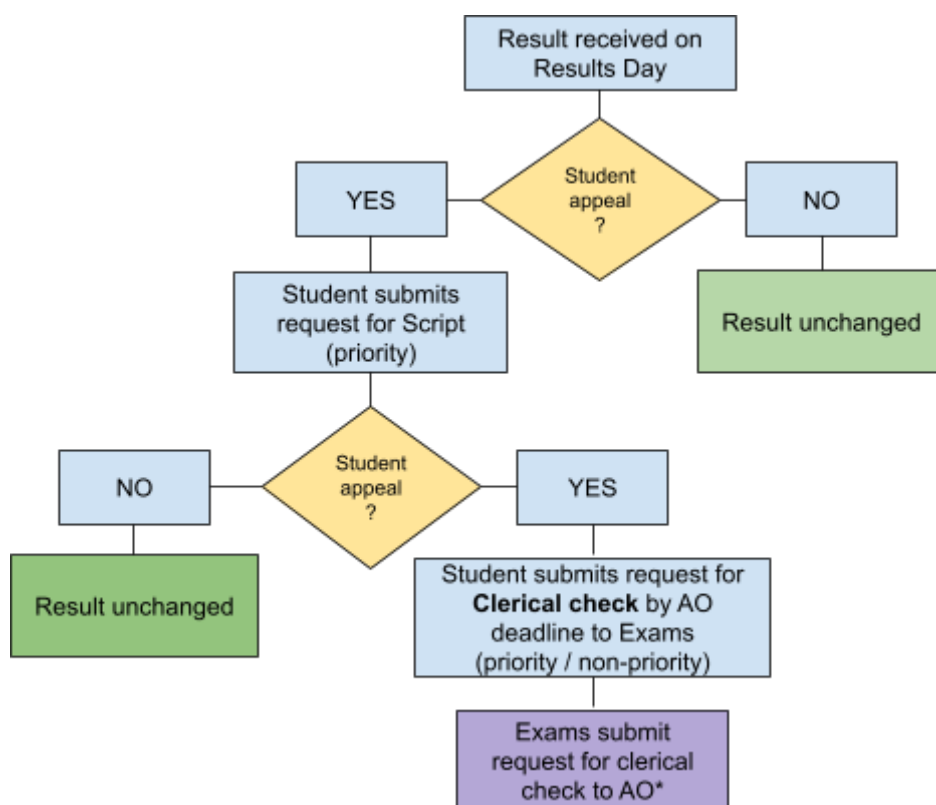
¹ Link to Ofqual - The Office of Qualifications and Examinations Regulation (Ofqual) regulates qualifications, examinations and assessments in England

¹ Link to Qualifications Wales - Qualifications Wales regulates qualifications, other than degrees, in Wales.

**Appendix 1 - Flowchart - Appeals for Internal Assessment Decisions
(Internally assessed coursework)**



Appendix 2 - Flowchart - Appeals and Post results services - November, January and May/June Examinations only



Appendix 3 - Flowchart - Appeals for Access Arrangements

