

Appeals Policy and Procedure

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Aim

The aim of this policy and procedure is to enable learners who believe that they have a grievance concerning an assessment to request a review of the decision. This policy and procedure do not deal with learner's general complaints, for which there is a separate complaints procedure. The procedure deals only with academic appeals.

The terms 'assessment' and 'examination' are to be treated synonymously and refer to all forms of student assessment.

The main reasons for an academic appeal are likely to be:

- The learner does not understand why the assessment decision has been made because of lack of, or unclear, feedback from the assessor;
- The learner believes that the assessor has missed, misjudged or misinterpreted some of the evidences put forward for assessment; or
- There has been an administrative error on the part of the assessor; or
- The assessment was not conducted in accordance with the course guidelines or programme regulations of the awarding body.

Where the learner does not agree with the assessment, the learner should advise the College indicating the points of disagreement with reasons and reference to the evidence in the portfolio.

There are 3 stages in the appeals procedure and each stage must be completed before proceeding to the next one. All learners who register an appeal will receive a formal reply.

Stage 1

The learner appeals directly to the assessor (lecturer) who has carried out the assessment by completing the Learner Appeal Report. The Learner Appeal Report should be completed and submitted to the assessor within 5 working days of the receiving the assessment decision. The assessor will advise the learner of his/her response in writing within 10 working days.

Stage 2

If the learner is not satisfied with the written response of the assessor made in Stage 1, the learner can proceed to Stage 2 by appealing to the internal verifier in writing indicating her areas of his/her objections to the response of the assessor. All learners' appeals will be acknowledged and investigated to establish facts and evidence supporting the appeal.

If an appeal by a learner is considered justified, a remedial action will be taken by the internal verifier within 10 working days of receiving the learner's appeal.

Stage 3

Learners who have exhausted Stage 1 and Stage 2 and are still not satisfied with the decision, may proceed to Stage 3. This appeal must be in writing to the Awarding Organisation/Body and must be accompanied by copies of all the documentation used in Stage 1 and Stage 2.

The Awarding Organisation/Body's decision will be final.

Roles and Responsibilities

Learner

The learner is responsible for initiating the appeals procedure, in the required format, within a defined time frame.

Assessor

The assessor is responsible for providing feedback to learners that objective and follows the Awarding Organisation/Body's course guidelines. The assessor is responsible for ensuring that learner's appeal is processed within the published agreed time.

Internal Verifier (Head of Business/Health & Social Care Departments)

The internal verifier is responsible for judging whether assessment decisions are valid, fair and unbiased.

External Verifier (Awarding Organisation/Body)

The Awarding Organisation/Body is responsible for the final leg of the appeal.

ESL will keep all appeals' records for a minimum period of 12 months for inspection by the Awarding Organisations/Body relevant authorities.

Appendix 1

Candidate Appeal Report

Learner's Name:	Assessor's Name:	Internal Verifier's Name:
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Stage 1 Assessor's Decision

Assessment Details Course: Unit / Learning Outcome: Assessment Method: Original Assessment Decision:	
Learner's reason for appeal:	
Learner's Signature:	
Date:	
	<i>This column to be completed by College staff</i>
Assessor's Decision: Signature: Date:	Date Appeal received: Date replied to Learner: Signature: Date:
Learner's Decision I accept the Assessor's decision I wish to proceed to Stage 2 Signature: Date:	Date reply received: Date forwarded to Internal Verifier: Signature: Date:

Stage 2 Internal Verifier's Decision

Internal Verifier's Comments:	
Internal Verifier's Decision: Signature: Date:	Date Candidate informed: Signature: Date:
Candidate Decision I accept the IV's decision I wish to proceed to Stage 3	Date reply received: Date forwarded to Awarding Body: Signature:

Stage 3 Awarding Body's Decision

Awarding Body's Decision	
Date Appeal Decision received: Date Learner informed:	Name: Signature: Date:
Learner's response I have received the decision of the Awarding Body Signature: Date:	Date reply received: Signature: Date