



## **Learner Assessment Appeals Policy**

**AUTHOR:** Jamie Leahy – Quality Systems Manager

**DATE:** October 2019

**VERSION:** 2

## **1 PURPOSE**

Calderdale College is committed to providing high quality teaching and learning for its learners with assessments carried out in a fair, consistent and reliable manner. This policy is in place to provide learners with the mechanism to enquire, question and/or appeal against an assessment decision.

## **2 SCOPE**

## **3 DETAILS OF POLICY**

### **3.1 Policy Statement**

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 or groups 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, inconsistently or not in accordance with the standards and level required by the Awarding Body. Higher education students enrolled on an Open University-validated programme should follow the appeals process outlined in the Academic Appeals Policy and Procedure.

The policy aims to:-

- reach agreement between the learner and assessor at the earliest opportunity
- standardise and record any appeal to ensure openness and fairness
- facilitate a learner's ultimate right of appeal to the Awarding Body
- protect the interests of all learners and the integrity of the College and the qualification

### **3.2 Responsibilities**

- Tutors should make learners aware of the Assessment Appeals Policy during induction.
- Learners should familiarise themselves with the Assessment Appeals Policy and inform their tutor if they are not satisfied with an assessment
- The Advice & Guidance Team will offer support to learners throughout the appeals procedure
- The Quality Systems Manager will:-
  - Record, track and validate any learner assessment appeal.
  - Forward any appeals to the Awarding Body/HE Institution as appropriate.
  - Keep appeals records for inspection by the Awarding Body/HE Institution for a minimum of 18 months.
  - Will take appropriate action to protect the interests of learners and the integrity of the College and the qualification
  - Monitor appeals to inform quality improvements
  - Co-ordinate the arrangements for the Assessment Appeals Panel

### **3.3 Potential impact on Equality, Diversity and Inclusivity**

Calderdale College will ensure that all procedures are in line with its Single Equality Policy and that reasonable adjustments are made if necessary to ensure all barriers are removed to enable a fair process to be adhered to.

### **3.4 Procedure**

Calderdale College, in line with its values of fairness and openness, encourages learners to discuss any concerns with the Assessor in the first instance. If they remain dissatisfied, they should follow the appeals procedure outlined below.

Details of any learner appeal should only be discussed with others involved in the appeals process. The learner's confidentiality must be respected at all times.

Any enquiry, question or appeal should be made as soon as possible after the assessment decision. An appeal must be made within 10 working days after receiving the assessment results.

#### **3.4.1 Stage 1 – Formal Re-Assessment**

The learner must present the completed appeal form (Appendix A) to the Assessor within 10 working days of receiving the assessment result. The form should include details of why they feel that the work has been assessed unfairly, inconsistently or not in accordance with the standards and level required by the Awarding Body. Any evidence or correspondence relevant to the appeal should be attached.

The Assessor will carry out relevant investigations based on the nature of the appeal. There are two possible outcomes:-

- The original assessment decision remains unchanged
- The assessment decision is amended – this could be both up or down.

The Assessor should document the decision with their reasons on the appeal form.

The Assessor will advise the learner of the decision no later than 5 working days after the appeal is made. The decision should be documented on the appeal form and a copy of the form given to the learner.

The learner should consider the Assessor's comments and decision and decide whether to accept the outcome of the formal re-assessment. This should be indicated on the appeal form and signed and dated by the learner. The appeal form should be returned to the Assessor within 5 working days of receiving the re-assessment decision.

The appeal form should be passed to the Quality Systems Manager for tracking and monitoring purposes.

If the learner has not accepted the re-assessment decision, the Quality Systems Manager will co-ordinate the move to Stage 2 of the appeals procedure.

#### **3.4.2 Stage 2 – Assessment Appeals Panel**

If an assessment appeal remains unresolved at Stage 1 of the procedure, an Assessment Panel will review the appeal.

The Quality Systems Manager will nominate suitable members of staff for the Assessment Panel including an experienced member of teaching staff to lead the

investigation into the assessment appeal. This may be the Internal Verifier but the person must be independent to the previous stage of the investigation. The panel will consider the findings of the investigation and decide whether:

- The original assessment decision remains unchanged
- The assessment decision is amended – this could be both up or down

The Panel should document their decision and reasons on the appeal form. If appropriate, they should also record any further actions required as a result of the findings from the investigation.

The outcome of the appeal will be reported back to the learner and Assessor within 10 working days of the appeal being received at Stage 2.

### **3.4.3 Escalation to Awarding Body**

If the learner remains dissatisfied with the decision of the Assessment Panel, the Quality Systems Manager will help facilitate escalation to the relevant Awarding Body.

### **3.4.4 Group Assessments**

The appeals procedure should be followed irrespective of whether the assessment is for work completed by an individual or for an assessment as part of a group allocated grade. These additional points should be followed in the case of a group assessment where a shared mark is given:-

#### **3.4.4.1 If the entire group wishes to appeal the assessment decision**

As a group, the procedures detailed above should be followed. If the appeal moves to Stage 1, the group should agree the reasons for appeal and document this on the appeal form. All learners within the group should sign the form.

Whatever the outcome of the appeal, this will be applied to the assessment decision for all learners within the group.

#### **3.4.4.2 If an individual(s) within the group wish to appeal the assessment decision**

There may be circumstances where an individual(s) within the group wishes to appeal the assessment decision whilst the rest of the group is satisfied with the assessment and accepts the decision. The individual(s) wishing to appeal the assessment decision should be aware that the appeal decision will be applied to their individual assessment only. They should follow the normal appeals procedure.

Other members of the group will be asked to sign a declaration form (Appendix B) to state that they are satisfied and accept the assessment given. This will secure the assessment decision already given to them and will remain unchanged regardless of the outcome of the individual appeal. They will not be able to make an individual appeal at a later date.

Please note learner confidentiality must be respected at all times. In the case of group assessments, the group will be informed that an appeal has been made but it would not be appropriate to disclose details of any individual(s) appeal.

#### **3.4.4.3 Higher Education (HE) Students**

HE students must follow the Academic Appeals Policy and Procedure in the first instance. In accordance with the Policy a student on an Open University-validated programme has the right to raise their appeal directly with the University providing that the conditions are met as outlined in Section 5 of Appendix 3: Student Complaints and Appeals Procedure.

The College will adhere to any additional requirements specified by the awarding University in relation to student appeals as appropriate.

#### 3.4.4.4 Appeal to an Awarding Body for GCSE Remarking

Sometimes the College will believe that the awarding body has made an error in the marking of GCSE exam papers, sometimes individual learners will believe this.

If a learner wishes to individually appeal about an externally awarded GCSE grade they must complete a Request for Post Result Services (GCSE). The College will support the learner with the administration of the request form, however the learner must cover the cost of the request inline with those stated by the awarding body. The request must also be submitted within the deadlines set by the awarding body. Note: If the learner wishes to take this up on their own behalf they may not be supported by the College if the College believes no error has been made.

If the College believes that the awarding body has made an error in the marking then the College will take up the case on behalf of the learner(s) affected.

Staff must make learners aware that marks may go up or down.

#### Appendices

Appendix A – Learner Appeal Form

Appendix B – Declaration Form

Appendix C – Request for Post Result Services (GCSE)

## 4 MONITORING

## 5 RELATED POLICIES/PROCEDURES/DOCUMENTS

## 6 POLICY REVIEW

Change(s) Made	Reason for Change
<p>In section 3.1, the following article has been added:</p> <p><b><i>Higher education students enrolled on an Open University-validated programme should follow the appeals process outlined in the Academic Appeals Policy and Procedure</i></b></p> <p>Additionally the text struck out below has been removed:</p> <p><i>facilitate a learner's ultimate right of appeal to the Awarding Body <del>or Higher Education (HE) Institution where appropriate</del></i></p>	<p>The changes have been made in order to maintain compliance with Open University regulations.</p>

In section 3.4.3, the text struck out below has been removed:

**3.4.3 Escalation to Awarding Body ~~or Higher Education Institution~~**

*If the learner remains dissatisfied with the decision of the Assessment Panel, the Quality Systems Manager will help facilitate escalation to the relevant Awarding Body ~~or HE Institution.~~*

In section 3.4.4.3, the text struck out below has been removed and the emboldened text has been added:

*HE students ~~are encouraged to~~ **must** follow the ~~College's own internal~~ Academic Appeals Policy and Procedure in the first instance. In **accordance with the Policy** ~~addition, they have a student on an Open University-validated programme~~ **has** the right to raise their appeal directly with the ~~Higher Education Institution~~ **University providing that the conditions are met as outlined in Section 5 of Appendix 3: Student Complaints and Appeals Procedure.***

*The College will adhere to any additional requirements specified by the awarding University in relation to student appeals as appropriate.*

Review Date	Reviewed by:	Initial Approval by:	Final Approval by:	Next Review Date:	Review Period
Jul 2018	Quality Systems Manager	Policy and Procedures Committee	Policy and Procedures Committee	July 2020	2 Years

## 7 EQUALITY IMPACT ASSESSMENT

First Assessment Conducted by:	Date:	Final/Approved Assessment Conducted by:	Date:
Quality Systems Manager	October 2019	Jamie Leahy Quality Systems Manager	October 2019

## 8 PUBLICATION

Audience:	Published:
Staff	Staff Intranet

Students	Moodle
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