



FE INTERNAL ASSESSMENT APPEALS POLICY

This policy is available on-line at: www.tynecoast.ac.uk

- We will consider any request for this policy to be made available in an alternative format or language. Please note that the College may charge for this. Please contact Student Services
- We review our policies regularly to update them and to ensure that they are accessible and fair to all. We welcome suggestions for improving the accessibility or fairness of this policy.

Approved by:	Version:	Issue Date:	Review Date:	Contact Person:
Executive Group	v.1	Dec 2023	Dec 2026	Director of Quality

Equal Opportunities: Impact Assessed

Review: 3 years

POLICY NUMBER 121

1.0 Policy Statement

The right for learners to appeal against assessment of course work is a key component of the Tyne Coast College's quality assurance systems to ensure accurate assessment decisions are made in line with awarding body requirements/guidelines. Note, however, that appeals can only be made on the grounds of a procedural error or mitigating circumstances. For example there was an error in the way the work was marked when reviewed against the standards set by the College and/or the Awarding Organisation; and/or there are significant personal or health issues that impacted at the time of assessment. Appeals will not be considered if they are made solely due to disagreement with the grade awarded by members of curriculum staff. Appeals on the grounds that the quality of work was affected due to mitigating circumstances may need to be referred direct to the individual Awarding Body.

2.0 Scope

This Policy and procedure apply only to internal assessments. It does not deal with external enquiries for which the awarding organisations have published their own Appeals Procedure.

This policy covers all users of Tyne Coast College services. The term 'curriculum staff' is used throughout as a generic term that encompasses teachers, lecturers, trainers, assessors, tutors, instructors and all others involved in the assessment and/or verification/moderation/2nd marking of learner work.

This policy covers all learners on all programmes of study. Ofqual and/or individual examination board regulations can, however, dictate specific actions for that examination board/Higher Education Institution (HEI) which make the intentions below redundant. In following this policy both this document and the relevant examination board/HEI regulations should be referred to. The actions below should only be applied should the individual examination board/HEI regulations allow.

3 Legislation

The Human Rights Act 1998 applies to the operation of this policy.

4 Responsibilities

All College staff have a responsibility to give full and active support for the policy by ensuring the policy is known, understood and implemented.

5.0 Actions to Implement and Develop Policy

Informal Procedure – Stage 1

5.1 The learner should first discuss the matter informally with the member of curriculum staff who made the assessment decision.

5.2 The academic judgement of curriculum staff should consider any relevant protected characteristics under equality legislation ensuring adherence to statutory requirements. Advice should be sought from departmental heads and/or the Exams Manager as appropriate.

5.3 The member of curriculum staff may decide to refer the learner's concerns to the internal verifier/moderator, course leader, personal tutor, other colleague or manager for a second opinion.

5.4 The member of curriculum staff must report the outcome to the learner concerned and may choose to revise their assessment decision.

5.5 If the learner is dissatisfied with the outcome the member of curriculum staff must provide them with information and advice regarding the appeal process.

5.6 This should take place within two weeks of the original decision being questioned and, in all cases, written evidence of the decision to retain or modify the learner assessment mark must be recorded.

5.7 If having completed all the above, the learner believes that there are still grounds for appeal then the Head of Department should be informed in writing and the formal procedure described in Stage 2 should be invoked.

Formal Procedure – Stage 2

5.8 On receiving written notice of the appeal from the learner, the Course Leader and the learner should complete Section 1 of the Candidate Appeal Form (CA1), the Course Leader assisting the learner as necessary.

5.9 The learner must submit the assessed work (or if this is impracticable because of its nature, a description of it) and give clear grounds for the appeal in writing on the Internal Assessment Appeal Form (CA1) Form. Information will be shared with other relevant staff on a need to know basis during the investigation.

NB: Any learner who for reasons of disability or learning difficulty is unable to submit details in writing must be referred to the manager responsible for learning support who will arrange for an appropriate person to act on their behalf. Any learner can seek advocacy from their personal tutor or any appropriate member of Group staff.

5.10 Within one working week the Head of Department will convene an Appeals Panel. The Panel shall consist of at least three people and should include a member of staff external to the School and nominated by the relevant Senior Manager. The Panel will not consider new evidence unless agreed by all parties.

5.11 The member of curriculum staff must add her/his comments to the form and submit this together with the assessed work to the Appeals Assessor for the department; typically the Head of Department.

5.12 The Appeals Assessor shall examine the work, the grounds for appeal, the member of curriculum staff's comments and any equality dimension. They also have the right to contact another specialist in that subject area and in doing so will anonymise the learner's work. The examination of work will include:

(i) The permanent evidence of assessment.

(ii) Section 1 of form CA1.

(iii) Evidence from a second assessor, where the learner work has been second marked

(iv) Evidence from an internal verifier, where the learner work has already been through the internal verification processes prior to the informal appeal

(i) Whether any equality issues have influenced the original assessment, whether these have been raised by the learner within their submission or not.

5.13 The Appeals Assessor will confirm or amend the original assessment decision, record reasons for doing so on the Appeal against an Assessment Decision Form and return the work to the learner within ten working days.

5.14 A copy of the completed Appeal against an Assessment Decision Form shall be held by the Head of Department. The member of curriculum staff and the learner should be provided with copies on request.

5.15 The panel must reach a decision within three working weeks of the notice of appeal and inform the candidate both orally and in writing.

5.16 Where the learner is unwilling to accept the outcome of the appeal, the Appeals Assessor must ensure the learner is aware of the Awarding Organisation's assessment appeal regulations where available. At this stage the Quality Manager should be notified by the Appeals Assessor and a central College record will be held by the Quality Manager.

5.17 After the learner appeal process to the Awarding Body is completed, if the learner remains dissatisfied then the learner should be advised by the Awarding Body that the matter can be referred to:

Ofqual

<https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>

or

Office of the Independent Adjudicator for Higher Education

<https://www.oiahe.org.uk/students/how-to-complain-to-us/>

Note:

- If the Assessor is a Course Leader and the assessment is in dispute, then a staff member in a more senior role should take their place in this procedure.
- Any incidences of serious academic malpractice must be notified to the appropriate Awarding Body in line with their regulations and guidelines
- No learner will be disadvantaged because they have appealed in the spirit of natural justice. Learners must note, however, that appeals that are found to be frivolous or vexatious may incur disciplinary action.
- Note any appeals that fall outside of the scope of this policy should be dealt with under the college's complaint procedure.

6.0 Monitoring & Evaluation

The Executive Group will monitor the process to ensure the correct operation of the policy is undertaken. SMT will also receive termly reports on formal appeals received and their outcomes.

7.0 Related Policies

- Assessment Policy
- Late submission of course work Policy
- Plagiarism Policy.
- Internal and external verification
- Complaints



TyneCoastCollege

INTERNAL ASSESSMENT APPEAL

Candidate Appeal

Name of candidate:

Name of assessor:

Name of internal verifier:

Date of assessment:

Module/Unit(s) assessed:

Section 1: Assessor's comments

Assessment details:

Candidate's reason for appeal:

Candidate's signature: Date:

Assessor's signature: Date:

Assessor decision

Date appeal received: Date of reply:

Name: Signature:

Section 2: Internal Verifier's comments if relevant

Date appeal received: Date of reply:

Name: Signature:

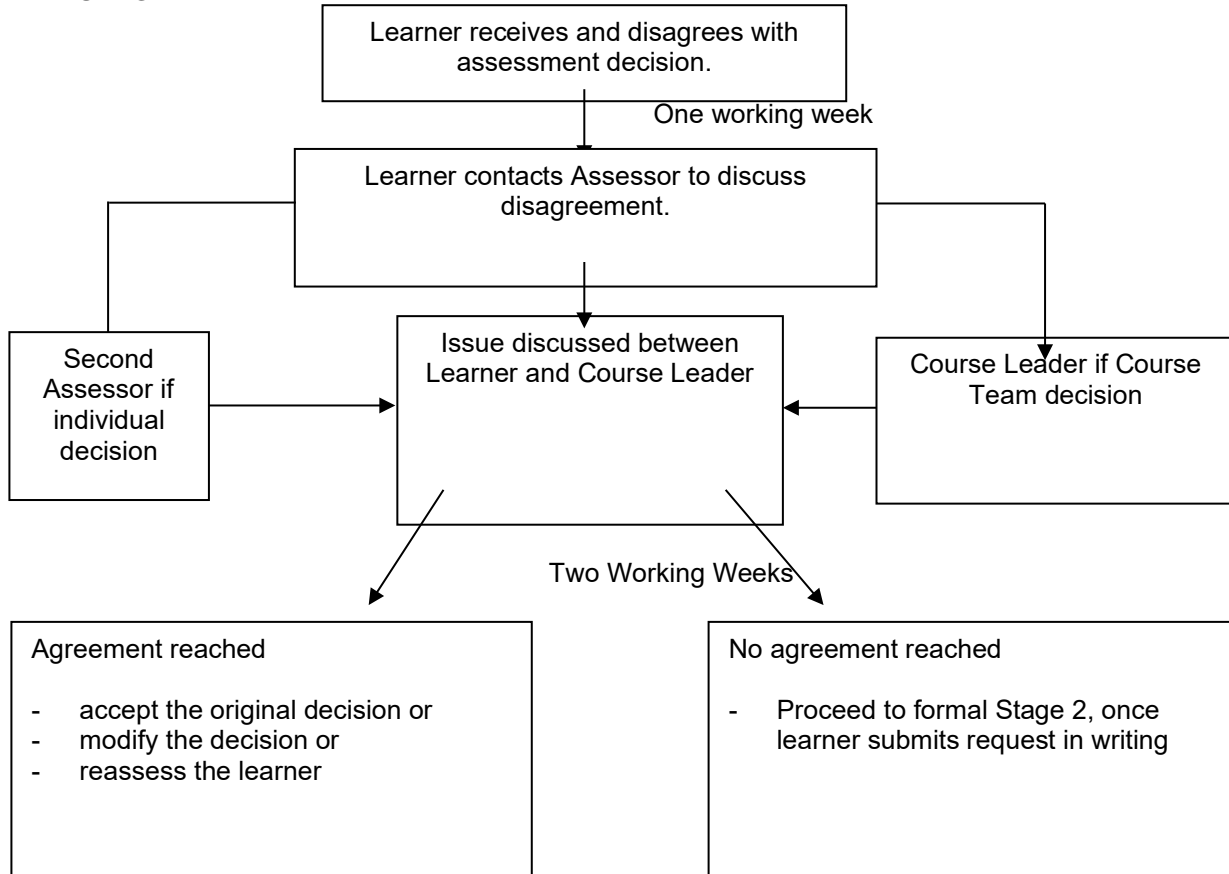
Section 3: Appeals Panel's Comments

Date appeal received: Date of reply:

Name: Signature:

INTERNAL ASSESSMENT APPEALS PROCEDURE

STAGE 1



STAGE 2

