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# Assessment Appeals Procedure

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This document can be made available in other formats,  
on request

## **Glossary of Terms:**

Different awarding bodies use different names for the roles involved in quality assurance of assessment. This glossary is intended to clarify the roles referred to in the policy.

**Assessor:** The person who marks the student's work.

**Internal Verifier (IV):** The person who checks the quality, accuracy and fairness of the assessment and feedback to the student. May also be called IV, Lead Verifier, Lead IV, Internal Moderator, IM, Moderator, Internal Standards Verifier, IQA, Internal Quality Assurer.

**External Verifier or External Examiner (EE):** The person appointed by the awarding body to review and assure the quality and fairness of both the assessment and the internal verification against national standards. This role may also be referred to as: EQA, External Quality Assurer, SV, Standards Verifier, External Standards Verifier, External Moderator.

**EAR:** Enquiries about results; the period of time an awarding body allows for any requests to review assessment outcomes following the publication of results.

## **INTERNAL ASSESSMENT APPEALS PROCEDURE**

If a student is dissatisfied with an internal assessment outcome she/he has the right of appeal. Where the qualification is awarded through a partner organisation e.g. University of Reading, the partner organisation's assessment appeals procedure should be followed.

All students may request additional support from the Student Information team to assist them with their appeal to address any perceived barriers in line with the 'Single Equality Duty'.

There are three stages in the Newbury College internal appeals procedure and each stage must be exhausted before proceeding to the next one.

### **Stage 1**

If students are not satisfied with the assessor's decision and feedback, they have a right to appeal directly to the assessor who carried out the assessment within 5 working days. By exception, in extenuating circumstances, the College may allow appeals of assessment outcomes outside of this timeframe.

This appeal must be recorded by the assessor for recording at Examination and Assessment Board meetings and for sharing with EQAs and SVs,. (an appeals form is provided with this policy) and clearly indicate:

- The points of disagreement and reasons.
- The evidence in the portfolio which the student believes meets the requirements of the performance criteria.
- The appeal must be submitted within five working days of receipt of the assessment outcome.
- The appeal response must be provided within 5 working days of receipt of the appeal.

The main reasons for an appeal are likely to be:

- The student does not understand why she/he is not yet competent, due to lack of, or unclear, feedback from the assessor.
- The student believes she/he is competent and that the assessor has misjudged them or missed/misinterpreted some vital evidence.

In most cases it is hoped that this stage of the process will terminate the appeals procedure.

Students are advised to keep their own copies of all documents used in the appeals procedure.

### **Stage 2**

Students who are not satisfied with the outcome of their Stage 1 appeal can refer to the Head of Department for advice on further appeal to the Internal Verifier or Lead IV for the course within 5 working days. This appeal must be in writing but need not repeat the detail provided at Stage 1 as all the documentation used at Stage 1 will be passed on to the Internal Verifier/ Lead IV. The Internal Verifier/ Lead IV will report back to the student in five working days.

### **Stage 3**

Before proceeding to Stage 3, the students must have exhausted the requirements of Stage 1 and 2.

- Students who are not satisfied with the outcomes of Stage 2 of the Appeals Procedure may then proceed to Stage 3 by appealing in writing to the Vice Principal Students and Curriculum within 5 days of receipt of the outcome of stage 2.
- The Vice Principal Students and Curriculum will examine the findings and call a meeting to report to the student, assessor, internal verifier and other relevant staff involved in either the appeal or in providing support for the student.

## **Appeals to an Awarding Body**

Before proceeding, the students must have exhausted all the internal Appeals Procedures of the College.

Students who are not satisfied with the outcomes of Stage 3 of the Appeals Procedure may then appeal to the Awarding Body.

This appeal must be in writing to the Chief Executive of the awarding body (or person advised by awarding body) and be accompanied by copies of all the documentation used in Stages 1, 2 and 3. The College will provide the information of the awarding body and will facilitate arrangements where required. There must also be evidence that students have exhausted all the internal appeals procedures of the College.

An investigation will be undertaken by the External Verifier/ Quality Assurer appointed by the awarding body. On receipt of a report, the application will be considered by the awarding body's 'Appeals Committee'. This consideration will lead to one of two decisions:

- 1. The appeals committee supports the decision of the External Verifier.**
- 2. The appeal may be rejected or upheld.**

## Appeals against external assessment decisions

This procedure enables students to appeal against the outcome of external assessment and the process of controlled assessments within the College.

If a student has any concerns about the procedures used in assessing their internally assessed work for public exams i.e. controlled assessment/coursework/portfolios, she/he should discuss the matter with the Course Leader and Curriculum Manager immediately. Following that, if the matter remains unresolved, the formal appeal procedure may be used by the student concerned.

On completion of external assessments and the notification of results, Curriculum Managers/Lecturers or Students themselves may wish to appeal the outcome. Each awarding body has specific procedures to be followed which follow the guidelines agreed by the Joint Council for Qualifications (JCQ). Therefore, all appeals against external assessment decisions will be processed and managed by the Examinations Officer. Should the external awarding body be a university who leads the provision of the course, the appeals procedure of that University will be followed.

The procedure for appealing against external assessment decisions is as follows:

1. The Curriculum Manager, Lecturer or Student informs the Examinations Officer that they wish to appeal an assessment decision as soon as they receive notification of their results. This should normally allow at least 5 working days before an awarding body deadline for closing their 'Enquiries About Results' (EAR) procedure.
2. The Examinations Officer discusses the appeal request with the student or member of staff to ensure that the appeal is eligible within the regulations of the awarding body.

If the Head of Department (HoD) agrees to support the EAR:

The request, together with the appeal form, should be made to the Examinations Officer immediately and **before the awarding body's published deadline for EARs**. The cost of the enquiry will be met by the Examinations budget.

If the HoD does not agree to support the EAR:

A student may appeal against the decision not to support an EAR. Appeals should be made in writing to the Examinations Officer, at least **5 working days before the awarding body's published deadline for EARs**. The appeal should state, in detail, the reason(s) for the appeal. This appeal should be signed and dated and should include the daytime contact telephone number of the student, parent or guardian. The appeal information will be reviewed by the Examinations Officer and a member of the Senior Leadership Team; the outcome of the appeal will be communicated by telephone and 1st class letter posted within 24 hours of receipt. This decision is final.

If the College does not support the EAR:

The student may still proceed with the EAR but all costs involved will be paid by the student at the time the EAR is made. A fee will be requested prior to submission of the EAR. Requests must be made in person to the Examinations Officer **before the awarding body's published deadline for EARs**. If the enquiry is successful the fee will be refunded to the student.

3. The Examinations Officer contacts the awarding body to clarify procedures and timescales for the submission of appeals and liaises with teaching staff or the student to collate any evidence being submitted in support of the appeal.
4. The Examinations Officer submits the appeal to the awarding body, together with any supporting evidence, and notifies the student/teaching staff.
5. On receipt of the appeal outcome, the Examinations Officer communicates the result to the relevant parties in line with awarding body requirements.\*
6. Higher Education Students who consider that the appeal has not been addressed correctly when all available processes have been exhausted and a completion of procedures letter has been provided by the College; may refer their concerns to the Office for the Independent Adjudicator: The website <https://www.oiahe.org.uk/> provides an online complaint form for this purpose.
7. The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student complaints. Newbury College is a member of this scheme. If you are unhappy with the outcome you may be able to ask the OIA to review your appeal. You can find more information about making a complaint to the OIA, what it can and can't look at and what it can do to put things right here: <https://www.oiahe.org.uk/students>.
8. You normally need to have completed the Assessment Appeals Procedure before you complain to the OIA. Newbury College will send you a letter called a "Completion of Procedures Letter" when you have reached the end of our processes and there are no further steps you can take internally. If your appeal is not upheld, We will issue you with a Completion of Procedures Letter automatically. If your appeal is upheld or partly upheld you can ask for a Completion of Procedures Letter if you want one. You can find more information about Completion of Procedures Letters and when you should expect to receive one here: <https://www.oiahe.org.uk/providers/completion-of-procedures-letters>.

\* Many awarding bodies communicate appeal outcomes directly to students, copying centres for information only.

Date: February 2017

Reviewed: August 2018 (minor changes only), January 2020 (no changes), January 2021 (no changes), January 2022 (Management Structure changes only)

Review due: January 2023

## Internal assessment appeals structure and timeframe.

### Stage 1

- Within 5 working days of assessment
- Appeal to the assessor.
- Assessor responds within a further 5 working days.

### Stage 2

- Submit within 3 working days of stage one feedback.
- Appeal should be in writing.
- Appeal is made to the lead internal verifier.
- Lead internal verifier will respond within 3 working days.

### Stage 3

- Submit within 3 working days of stage 2 feedback.
- Add reasons for continued appeal to written appeal from stage 2.
- Appeal is made to the Director of Students, Quality and Curriculum.
- The Director of students, quality and curriculum will arrange a meeting to discuss their response within 3 working days.

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### Stage 4: External Appeals.

- External appeals follow the exhaustion of the internal appeals stages 1-3 or the outcome of an internal or external assessed exam or test.
- Appeals are made in writing with details provided by the Examinations Officer and are submitted to the awarding body. A fee may be payable to the awarding body and must be paid before submission of the appeal.
- Appeals must be made at least 5 days before the published end date of 'Enquiries About Results' (EARs), this is usually about 5 weeks after results are published.

Ask at the Information Services desk if you need help to complete this form.

## APPEALS FORM



Stage of appeal: \_\_\_\_\_

Name of student: \_\_\_\_\_

Course: \_\_\_\_\_

Which assessment is appealed? (E.g. unit 1) \_\_\_\_\_

Circle type of assessment:    Internal Assessment                  External Assessment

Name of Teacher/Assessor: \_\_\_\_\_

Name of Internal Verifier/Lead IV: \_\_\_\_\_

Cause for Appeal (giving points of disagreement):

Evidence which the student believes meets the requirements of the assessment:

Action taken (within 5 days):

By Whom:

Appeal concluded

Referred to next stage

I fully understand the action taken and agree the follow-up action:

Name of Student: .....

Signature: ..... Date: .....

Name of Appeals Panel Member(s): ..... Date: .....

Signature: ..... Date: .....

