

Policies & Procedures

Academic Appeals Policy and Procedure

1. Introduction

1.1 The College is committed to providing high quality teaching, learning and assessment that meet the required academic and awarding body standards.

1.2 All assessments are carried out according to the principles of openness, validity, reliability, access and transparency.

1.3 The Academic Appeals Policy allows a student to lodge an appeal against the outcome of academic decisions made on:

- The mark or grade for an individual item of coursework
- Assessment procedural irregularities that a student feels has disadvantaged them
- The result of an individual course
- Completion of a stage of a programme and progression to the next
- Entitlement to an award
- The class or grade of an award

1.4 It is the responsibility of the **student** to notify the **assessor** of any 'extenuating circumstances' which may adversely affect the student's performance. This should be completed using the "Assessment Extension Request" form or the 'Serious Adverse Circumstances' form for University of Hertfordshire related programmes, which **must** be submitted **before** the commencement of any summative assessment process to enable reasonable adjustments to be facilitated.

2. Scope

2.1 The policy applies to all qualifications, at all levels, offered by West Herts College

2.2 This policy should be read in conjunction with the assessment and verification policy and procedure

3. Responsibility

3.1 The Head of Quality will be responsible for the implementation of this policy

4. Procedure

4.1 In most instances, student queries relating to assessment can and should be resolved informally so that the formal appeals procedure is used **only** in exceptional circumstances.

4.2 If a student has a query about the assessment of his/her work then he/she should raise it immediately with the appropriate tutor/assessor. After reasonable consideration, the tutor will give a response within **seven days**. Should the student not wish to approach, or be dissatisfied with the response made by the relevant tutor, they may raise the matter with the Lead Internal Verifier/Internal Quality Assurer or Head of School who, again after reasonable consideration, will give a response within **seven days**.

4.3 If the student remains dissatisfied with the outcome of the informal resolution, they can lodge a formal academic appeal to the College's Quality department. On receipt of a written request for an academic appeal the Head of Quality will make independent enquiries and report the decision to the student in writing within **ten working days**, either to dismiss the appeal or to convene a formal Academic Appeals Panel.

Composition of the Appeals Panel:

- Head of Quality-Chair
- A member of the Senior Management Team (SMT)
- Lead Internal Verifier/Moderator
- External Verifier/Moderator (if appropriate)

4.4 The Panel will meet to consider the appeal within **ten working days** of the receipt of the written request.

4.5 The student will be informed of the time and place of the Panel meeting, and will be invited to attend together with a parent/guardian/friend, and/or a member of Student Support if requested.

4.6 Relevant reports by the student's personal and subject tutors and all other parties involved in the assessment will be received.

4.7 At the end of the meeting the Panel will reach its decision in private discussion and will notify the student in writing of the Panel's decision. All decisions will be monitored by the Equality and Diversity Committee.

4.8 If a student has fully exhausted the College's Academic appeal procedure and remains dissatisfied with the outcome, the student can appeal to external agencies e.g. Qualification awarding body, Skills Funding Agency, Office of the Independent Adjudicator.

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