

Academic Appeals Policy and Procedure

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West Herts College Group



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 internally assessed coursework
- The mark or grade of an awarding body external assessment e.g. exam
- 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

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

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

4. Pre- Assessment Procedure

4.1 It is the responsibility of the student to notify the assessor of any 'extenuating circumstances' which may adversely affect the student's performance.

4.2 This should be completed using the "Assessment Extension Request" form for Pearson Higher National's, the 'Serious Adverse Circumstances' form for University of Hertfordshire related programmes or the 'Mitigating Circumstances' form for University of Bedfordshire related course. All forms must be submitted before the commencement of any summative assessment process to enable reasonable adjustments to be facilitated.

4.3 For awarding body examinations, requests for access arrangements must be made clear to the College at the earliest opportunity, or by published deadlines in order to facilitate appropriate support for students.

5. Appeals against Internal Assessments

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

5.2 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.

5.3 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)

5.4 Where the awarding body stipulates that a resolution must be made within a stipulated time frame (smaller than that of WHC procedure) the Head of Quality will ensure that these requirements are met.

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

5.6 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.

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

5.8 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.

5.9 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.

6. 6 Appeals against external assessments

6.1 If a student wishes to appeal the outcome of an external assessment (e.g. exam or synoptic), they should initially contact the College's Exams department who will advise as to the results enquiry procedure for the specific awarding body in the prescribed time frame.

6.2 Following the outcome of the awarding body's results enquiry, the College may appeal the outcome of the examination on behalf of the student if there are appropriate grounds for an appeal.

6.3 Should the College not appeal against the outcome of an examination result, the student may appeal against the College's decision. This must take the form of a written appeal addressed to the examinations department.

7. Higher Education Appeals

7.1 Students have a right to appeal to the appropriate awarding body in accordance with their procedures which can be found below:

University of Bedfordshire students click here:

<https://www.beds.ac.uk/student-experience/academic-information/academic-appeals-policy>

Pearson (HND) students click here:

<https://qualifications.pearson.com/en/contact-us/feedback-and-complaints/teachers-and-administrators.html#%2Ftab-Learners>

University of Hertfordshire students click here:

https://www.herts.ac.uk/_data/assets/pdf_file/0019/233533/AS13-apx1-Appeals-Procedure-Partner-Organisations.pdf

7.2 The Office of the Independent Adjudicator will need a Completion of Procedures Letter, which the provider, WHCG, will send you once you have completed its complaints or appeals procedures. This letter, usually labelled as a Completion of Procedures Letter, will set out the issues that have been considered, the provider's final decision and the deadline for bringing a complaint to the OIA. In exceptional circumstances, the OIA may look at a complaint where the internal complaints or appeals procedures have not been completed OIA Student pages:

<https://www.oiahe.org.uk/students/>

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