

# HART LEARNING GROUP

## APPEALS POLICY

(Higher National/Directly Funded Programmes)



### GOVERNANCE AND CONTROL

Date approved by Group CEO	January 2020
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Responsible member of staff	Rifaat Foufa/Kerry Pritchett
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### AUDIENCE

Applicable to students?	Yes
Accessible to students?	Yes
Accessible to public?	Yes

### PURPOSE

It is essential that in the case that students feel that an assessment has not been fair or accurate, they understand that they have the right to appeal.

### AIM

- To enable the student to enquire, question or appeal against an assessment decision
- To attempt to reach agreement between the student and the Assessor at the earliest opportunity
- To standardise and record any appeal to ensure openness and fairness
- To facilitate a student's ultimate right of appeal to the Awarding Body, where appropriate
- To protect the interests of all students and the integrity of the qualification.

In order to do this, the college will:

- inform students, at induction, of the Appeals Policy and related procedures
- record, track and validate any appeal
- forward the appeal to the Awarding Body when a student considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted
- keep appeals records for inspection by the Awarding Body for a minimum of 18 months
- have a staged appeals procedure – see below.
- will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results
- monitor appeals to inform quality improvement.

### RECORDING APPEALS

Each stage of the Appeal Procedure will be recorded, dated and show either agreement or disagreement with decisions. Documents must be kept for a minimum of 18 months

### MONITORING OF APPEALS

Undertaken by Senior Management to inform development and quality improvement.

### APPEALS PROCEDURE STAGES (HOW TO APPEAL AN ASSESSMENT DECISION)

If a student feels that any of their work has been assessed incorrectly or unfairly, they should start the following process **within 10 days**

#### STAGE 1 - INFORMAL

- The student should first appeal to the tutor or assessor who made the original decision and who provided you with feedback.
- The assessor will discuss with the student the reasons for making their assessment decision. This is usually as part of the normal process when providing verbal feedback.

#### STAGE 2 - REVIEW

- If the student is still not satisfied after stage 1, the issues should then be documented, and the matter referred to the nominated Internal Verifier/standards moderator and Head of Curriculum or Programme Coordinator of the programme of study. This can be done by email to the Head of Curriculum or by a written and signed statement addressed to the Head of Curriculum and submitted to the Curriculum Administrator.
- The nominated Internal Verifier and the Head of Curriculum will consider the appeal, and if a case is found, re-assess the work against the standards set by the awarding body.
- The decision of whether the work would be re-assessed, will be communicated to the student and to the tutor or assessor.

- The student will be notified of the outcome of the remarked work in writing within a maximum of 10 days. If unresolved, the student can move to stage 3.

### STAGE 3 – APPEAL HEARING

If you are still not satisfied after stage 1 and 2, the Programme Co-ordinator or lead Internal Verifier/standards moderator will organise a Senior Manager Appeals Panel for consideration of your appeal.

An appeals panel will consist of the Director of Curriculum or their nominee, the Head of Curriculum and the Quality Nominee for the appropriate awarding body.

**The decision of the Stage 3 Appeals Panel will be final as far as the College is concerned.**

### STAGE 4 – EXTERNAL APPEAL

If you are still not satisfied with this decision, you have the right to contact the Awarding Body/Pearson for your qualification and request that they investigate the matter further within 14 days of completion of stage 4. Please be aware that the Awarding Body will make a charge for this service.

# LEARNERS' GUIDE TO ASSESSMENT APPEAL DECISIONS

