

Academic Appeal Policy and Procedure

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Academic Appeal Policy & Procedure

1: Introduction

1.1 The City College believes that all students are entitled to appeal against an assessment decision or grade in accordance with the College policy and procedure which complies with the requirements of QAA and the awarding body.

2: Principles involved

2.1 The principles involved are that:

- Staff and students are partners in the overall process of learning, development and assessment
- As an element in this partnership, students are encouraged to discuss their grades with tutors so that they may explore and understand the underlying reasons for the grade recorded. This discussion can take place at any time without resort to the formal appeals process
- Assessment and internal verification of HND programmes always takes place within the guidelines set by BTEC and is the subject of external verification via the annual visits of Pearson External Examiners.
- The involvement of The City College in appeals should always comply with the process and procedure developed by the College.
- The procedure must be followed by students as well as by the College itself.

Where references are made to “working days” in this policy, these are considered to be Monday to Friday (inclusive).

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3: Stage 1

3.1 A student wishing to appeal against an assignment grade must register their intention to do this within five working days after the assignment grade has been sent. This means that the student should obtain the Stage 1 academic appeal form from the Admin Office and then complete and return it to Admin within the next five working days. The form can also be downloaded from Sharepoint.

3.2 The assessor concerned will then be asked for a written response based on the evidence and competence needed to gain the grades for the assignment and this will be sent to the student. The tutor will respond, in writing, within five working days of receiving the appeal.

4: Stage 2

4.1 If the appeal is not resolved at this point, the student should request the Stage 2 academic appeal form. This can also be downloaded from Sharepoint. After completion, the form must be returned it with a hard copy of the original assignment exactly as it was submitted plus a hard copy of the grading form to the Admin Office who will the pass both

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to the appropriate Internal Verifier (IV). This must be done within five working days of receiving the assessor's response to the appeal.

4.2 The IV will review the assignment (or exam script), the reasons for the appeal and the assessor's response. The Internal Verifier will give a written response to the student within five working days.

5: Stage 3 (the final internal stage)

5.1 If the matter remains unresolved, the student should request the Stage 3 academic appeal form. This can be downloaded from Sharepoint too. This form must be completed and returned within five working days. Then all the papers will be passed to the Appeals Panel who will consider the appeal and, if appropriate, set a date for a Hearing, within five working days.

5.2 The Appeals Panel will consist of the Lead Internal Verifier, Director of Studies, Principal and a specialist subject assessor. The student, assessor and/ or IV will be asked to make a case to the Panel. The final decision made by the Panel will be communicated to the student and the assessor within five working days.

5.3 The student has the right to be accompanied by a 'Friend' if a Hearing is held. The role of the 'Friend' is outlined in 8.1 below.

6: Stage 4 (Pearson programmes only)

6.1 If the matter is still not resolved by the Appeals Panel, it will be referred to Pearson by the Quality Nominee and the student will be offered the opportunity to make a formal appeal to Pearson.

6.2 It should be noted that all academic appeals must be dealt with according to the procedure set out here. The City College Complaints Procedure does not apply to academic appeals.

7: Office of the Independent Adjudicator (OIA)

7.1 Once the appeal stage has been completed and the College's internal procedures for dealing with complaints and appeals are therefore exhausted, the College will automatically issue a Completion of Procedures (COP) Letter. A COP Letter confirms the decision made and that the student has reached the end of the College's internal processes.

7.2 If the student's appeal is not upheld and the student does not agree with this decision, the student can apply to the OIA to have the decision reviewed. The COP letter is normally needed when applying to the OIA for a review.

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7.3 Applications for review must be submitted to the OIA within 12 months of a COP Letter being issued. The OIA may be contacted by ringing 0118 959 9813. Details of the OIA may be found at <http://www.oiahe.org.uk>

7.4 If the matter is concluded before the appeal stage, for example because the student does not wish to appeal, the student may request a COP Letter if they want one. There is a deadline of one month for the student to make such a request, beginning when the relevant College decision was made.

7.5 If the student makes a request after the deadline has passed, the College will issue a COP Letter containing the date upon which the original Fitness to Practise Panel Hearing decision or the Appeal Panel decision was reached. The time for bringing the matter to the OIA will normally run from that date, rather than the date of the COP Letter.

8: The Role of the 'Friend'

8.1 The 'Friend' may be an official Student Representative or another member of the College community and is there to provide moral support and to support the student when the student is asking or answering questions during the meetings and/ or Hearings. The 'Friend' may not be a lawyer or legally qualified adviser or representative. The 'Friend' may also take notes of the meetings for the student. While students are normally expected to speak for themselves, the 'Friend' may speak with the agreement of the Chair of the Panel. In the event that the student is unable to continue the meeting in the absence of the 'Friend', the meeting will continue in the absence of the student, based on the oral evidence heard to date and the written documentation.