



Exam Appeals Policy

September 2019

This plan is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Exam Manager David Carlill	
Date of next review	August 2020

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Purpose and Objectives

1. Purpose of the Service

- 1.1. When students are assessed they should be given clear guidance on assessment criteria and provided with comprehensive feedback which is clearly linked to those criteria. It is the policy of Nottingham College to allow students an opportunity to appeal against any assessment decision where they feel that the assessment procedures have not been properly conducted or where they believe that the decision is unfair, and learners should be made aware of the appeals process during their induction. All efforts should be made to resolve issues using the Informal Procedure outlined below in Stage 1, in order to avoid the Formal Procedure in Stage 2. This policy and procedure only applies to internal assessments. Where assessments are set and assessed externally the College has no powers to reconsider assessment decisions, but it can advise students how to make an appeal to the appropriate awarding organisation.
- 1.2. A student has the right to appeal against an assessment decision where the student believes that:
 - 1.2.1. There has been an irregularity in the conduct or grading of the assessment
 - 1.2.2. There has been an administrative error in the recording of the grade
 - 1.2.3. Discrimination or unfair practice has occurred
 - 1.2.4. Their level of achievement was affected by illness or other mitigating circumstances

Procedures

2. Informal Stage 1

- 2.1. Any student wishing to dispute an assessment decision should bring the matter to the attention of the assessor as quickly as possible or within 5 working days of the receipt of the decision. The assessor and the student should discuss the matter and the assessor should explain the rationale for the grading decision.
- 2.2. If an agreement between the student and assessor is not reached after this discussion, the assessor should bring the situation to the attention of the Curriculum Manager who should arrange for the work in dispute to be independently reassessed within 5 working days, and outcomes of the reassessment should be recorded on an additional feedback form. The assessment and the additional feedback form should be returned to the assessor, and a copy of the additional feedback form should also be forwarded to the Internal Verifier.
- 2.3. The assessor should meet with the student within 10 working days of the original dispute to discuss the outcomes of the reassessment, and present the feedback from the second assessor. In consultation with the student, a decision may be made to:
 - 2.3.1. Accept the original assessment decision
 - 2.3.2. Modify the assessment decision
 - 2.3.3. Re-assess the student, practically or verbally
- 2.4. If following the above process the student believes that there are still grounds for appeal then the assessor should be informed in writing through the completion of an Internal Assessment Candidate Appeal Form and the formal procedure in Stage 2 should be invoked within 5 days of receiving feedback from the subject tutor and second assessor.

3. Formal Stage 2

3.1. If the student remains unhappy with an assessment decision they should notify the assessor that they wish to proceed to formal Stage 2 through completing section 1 of the [Internal Assessment Candidate Appeal Form](#) which may be submitted to either the assessor or Curriculum Manager. Where this is received by the assessor this should be forwarded to the Curriculum Manager at the earliest possible convenience. Within 5 working days the Curriculum Manager will convene an appeals panel comprising the Curriculum Manager, The Teaching, Learning and Assessment Manager, and an independent Internal Verifier. (NB a more senior member of staff should replace the Curriculum Manager if it is their assessment decision which is in dispute).

4. Appeals Panel

4.1. The Curriculum Manager will collate the information in preparation for the appeals panel. Information to be considered in the review should include the assessment evidence, the [Internal Assessment Candidate Appeal Form](#), the evidence from the second assessor, IV evidence, and any other evidence deemed appropriate.

4.2. When all required information has been collated, the panel will convene to consider the case. The information should be provided to the panel members prior to the hearing and no additional documentation will be accepted subsequently. The student has the right to appear and make their case, calling witnesses if appropriate. The student can be accompanied by a friend, a Learner Achievement Coach or a member of their family. The Assessor will also be invited to attend for the purposes of presenting or clarifying evidence. The Assessor and student will be informed of the date, time and location of the panel meeting, and of their rights at least 3 days prior to the panel meeting.

5. Panel Recommendations

5.1. The Panel must reach a decision within 15 working days of the notice of the appeal, and will inform the student both orally and in writing, within 7 days of the panel meeting. The panel will decide on one of the following outcomes:

- 5.1.1. There are no grounds for proceeding with the appeal, and the original assessment decision stands.
- 5.1.2. The appeal is upheld. The student work is assessed under conditions determined by the Panel, and where appropriate, programme assessment decisions adjusted to reflect panel outcomes.

5.2. The decision of the Panel is subject only to External Verification and Moderation. The student will also be notified of their right to appeal to the Awarding Body, and thereafter the Regulator if desired.

6. Review and Evaluation

6.1. Records of the appeals panel will be logged and retained by the Teaching, Learning and Assessment Manager. The Teaching, Learning and Assessment Manager will monitor the operation of this policy and make termly reports on appeals and their outcomes to Development Success.

7. Records

7.1. The **Internal Assessment Candidate Appeal Form** should be retained within the course file and made available to the External Verifier or Moderator if the student work is sampled. A copy of the Internal Assessment Candidate Appeal Form should also be sent to the Curriculum Manager and the Teaching, Learning and Assessment Manager.

Related Policies

Academic Irregularities Policy
Assessment Policy
Controlled Assessment Policy
Internal Verification Policy
Recognition of Prior Learning Policy
Equality and Diversity Policy
Awarding Body Guidance

