

POLICIES AND PROCEDURES



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ACADEMIC APPEALS POLICY AND PROCEDURE

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ACADEMIC APPEALS POLICY AND PROCEDURE

SECTION 1: PRINCIPLES

The College is committed to providing high quality teaching, learning and assessment that meet the required academic and awarding body standards. All assessments are carried out according to the principles of openness, validity, reliability, access and transparency. An appeal is a request for a review of a decision on student progression, assessment and awards.

Appeals against a decision of Examination and Assessment Board must be made on at least one of the following grounds:

- Procedural irregularities in the assessment process
- Inadequate assessment, prejudice or bias on the part of the examiners
- You were adversely affected by illness or other relevant factors, of which you were previously unaware, or which for a good reason you were unable to disclose to the examiners in advance.
- There is no right of appeal against the academic judgement of examiners on an assessment outcome or the level of award recommended or granted, when this judgement has been applied according to established procedures.

N.B. A complaint is different and arises from a specific concern about the adequacy or quality of the provision of a programme of study or related academic service.

SECTION 2: SCOPE

2.1 The policy applies to all qualifications, at all levels, offered by WLCBMS

2.2 This policy should be read in conjunction with the College Assessment Policy and Procedure

SECTION 3: RESPONSIBILITIES

The Deputy Principal has overall responsibility for all appeals.

SECTION 4: EQUAL OPPORTUNITIES

This policy has been reviewed in line with the Equality Act 2010 which recognises the following categories of an individual's Protected Characteristics: age, gender, race, religion and belief, sexual orientation and disability. We will continue to monitor this policy and to ensure that it promotes equal access and does not discriminate against anyone, especially any person's listed under any protected characteristic.

SECTION 5: PROCEDURES

5.1 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.

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 Head of Department or Dean of Teaching 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 Deputy Principal. (Ref: Appendix 1) On receipt of a written request for an academic appeal the Deputy Principal 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:

- Deputy Principal - (Chairperson)
- A member of the Senior Management Team
- Nominee
- A member of academic staff (if appropriate)

No individual who has any connection with the case to be heard may serve on the Academic Appeals Panel or act as its Secretary. A quorum of at least 3 members must be present before any decision is made.

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

5.5 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.

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

5.7 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 within 3 days of the meeting.

5.8 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

SECTION 6: RELATED DOCUMENTS

1. Assessment Policy & Procedures (WLCBMS-002)
2. Student Complaints Policy and Procedures (WLCBMS-018)
3. Student Handbook (ref: Student Appeals Procedure)

SECTION 7: APPENDICES

1. Academic Appeals Form
2. Terms of Reference – Academic Appeals Panel

1.

Academic Appeals Procedures: Appeals Form

The completion and submission of this form initiates the **formal** College Academic Appeals Procedure. Before submitting a formal appeal, you should discuss the matter with your teacher, or another appropriate person in the College to understand better the reason for the result or decision against which you wish to appeal and to seek to resolve the matter **informally**. If the matter remains unresolved, you may invoke the formal Appeals Procedure.

Important notes:

You may only appeal on your own behalf. An appeal submitted by a third party will not be accepted unless accompanied by written authorisation from you.

The Appeal Form must be submitted to the **Registrars' Office** within 20 working days of notification of the result or decision against which you are appealing.

1. About You

Full Name:	
Student ID Number:	
Programme of Study:	
Year of Study:	
Address for correspondence:	
Tel. no:	Mobile no:
E-mail:	

2. About Your Appeal

<p>a) Please tick the box(es) below to indicate on what grounds you are appealing: <i>An appeal which questions the academic or professional judgement of those charged with the responsibility for assessing a student's academic performance of professional competence will not be permitted. This means that you may not challenge marks or grades awarded unless you believe that they may have been affected by factors under i-iii below.</i></p>	
<p>(i) There exists or existed circumstances affecting the student's performance of which, for a credible and compelling reason, the Examination Board or equivalent body may not have been made aware when the decision was taken and which might have had a material effect on the decision.</p>	

<p>(ii) There has been a material administrative error or procedural irregularity in the assessment process or in putting into effect the regulations for the programme of study of such a nature as to cause significant doubt as to whether the decision might have been different if the error or irregularity had not occurred.</p>	
<p>(iii) There is evidence of prejudice or bias or lack of proper assessment on the part of one or more of the examiners.</p>	
<p>b) Please give details of your appeal here, including the date of the matter under appeal arising and your desired outcome (continue on a separate sheet if necessary).</p>	
<p>c) Please indicate what supporting documentation you are submitting in support of your appeal (e.g. medical certificate, emails and other correspondence etc) that you wish to be considered in the appeal. All evidence should be written in English, or if not, accurately translated.</p>	
<p>d) Please outline any steps that you have already taken to address the issues raised in your appeal informally and attach any correspondence that you have. If you have not contacted informally please provide the reason why.</p>	

Declaration:

I declare that the information given in this form is true at the date of signing.

Signed:

Date

2. Assessment Appeals Panel Terms of Reference and Procedure

An Assessment Appeals Panel shall consider the following:

- a. a copy of the appellant's letter of application for a hearing, together with supporting documentary evidence
- b. report from the Head of Department
- c. response of the Deputy Principal
- d. a copy of the programme's assessment procedure

A copy of the Assessment Appeals Procedure shall be sent to the appellant with the notice of hearing.

The student cited in the appeal, if so desired, can be accompanied at the hearing by a friend, family member, neighbour or a student representative if requested.

While the appeal remains unresolved, the student shall have the right to proceed to the next part or stage of the programme, provided the programme regulations permit it.

The programme team shall have the right to be represented at the hearing of an Assessment Appeals Panel.

The procedure to be followed at a hearing shall be determined by the Chairperson in consultation with other members of the Assessment Appeals Panel at the commencement of the hearing. According to the circumstances, the parties to the appeal may be seen separately (in whatever order is deemed appropriate) or together.

An Assessment Appeals Panel shall have the power to require the attendance of any member of staff and shall be given access to any records and documents which it regards as relevant.

In cases of withdrawal from the programme of study, the Assessment Appeals Panel shall have the authority to revoke or confirm the decision to withdraw the student from a programme. Such a revocation shall entitle the student either:

- a. to proceed on the programme for the remainder of the session, or
- b. to repeat the failed part of the programme at the earliest opportunity whichever the Assessment Appeals Panel judges to be in the best interests of the student

In cases of appeals against an assessment decision, if the Assessment Appeals Panel decides in favour of the appellant, the programme team responsible for the original decision must meet at the earliest opportunity to reconsider the student's results i.e. reassess the student's work and re-grade the work or repeat the assessment process for the student. The programme team, in undertaking such reconsideration, should take account of the report of the Assessment Appeals Panel and the recommendations contained therein.

Where the Assessment Appeals Panel upholds an appeal against an assessment decision, the student will be permitted re- assessment on the first practicable occasion.

If after reconsideration, in cases of appeals against an assessment decision, the programme team confirms its original decision, the Assessment Appeals Panel may be re-convened at the request of the student or the Chairperson to consider further the

position of the appellant. The final decision shall rest with the Assessment Appeals Panel; there will be no further appeal.

The decision of the Assessment Appeals Panel will be communicated to the student by the Deputy Principal, in writing, within three College working days of the Appeal meeting.

The Deputy Principal shall prepare a report of the hearing which shall be made available to the members of the Assessment Appeals Panel.

Records of the decisions of the Panel shall be kept for a minimum of two years following the date of the appeal.