



<b>POLICY AND PROCEDURE</b>	<b>Academic Appeals Policy</b>
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<b>RESPONSIBLE PERSON</b>	<b>Director of Quality Enhancement</b>
<b>EQUALITY IMPACT ASSESSMENT</b>	<b>18<sup>th</sup> August 2019</b>
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### Other Documents Policy Refers to

Document Number	Document Title
	<b>Assessment Policy</b>
	<b>Assessment Malpractice and Maladministration Policy</b>
	<b>Complaints Handling Policy</b>

### History of amendments

Date	Version/Pages/Sections affected	Summary of changes
<b>August 2019</b>	<b>The policy was completely reviewed and disaggregated into an Assessment Policy with a separate Academic Appeals Policy</b>	<b>All sections have been reviewed and amended.</b>

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## **1. Policy Statement**

This policy provides guidance to staff and students on NC Maphia College's academic appeals process and will ensure that this process is applied consistently across all campuses of NC Maphia College and will meet the requirements of Awarding Bodies and SQA Accreditation (or Ofqual if relevant).

## **2. Equality Statement**

The College is committed to advancing and promoting equality and diversity in all of its activities and aims to establish an inclusive culture free from discrimination and based upon the values of dignity and respect.

### **3. Academic Appeals Policy**

3.1 NC Maphia College's assessment and certification processes are verified internally and externally to ensure that all students are treated fairly and consistently against agreed national standards.

3.2 This Academic Appeals Policy and Procedure applies to internal assessments delivered by NC Maphia College where the assessment judgement is made by NC Maphia College.

External assessments which are conducted at NC Maphia College are subject to the rules and regulations of the relevant awarding or examining body. This includes Academic Appeals.

3.3 The College recognises that students have a right to appeal against decisions relating to their academic performance and achievement.

The College provides an objective mechanism for the resolution of this through the Academic Appeals Procedure. This procedure is designed to assist students to appeal against assessment decisions only.

3.4 The following are excluded from the Academic Appeals Policy: -

a) Matters relating to student discipline which are covered separately within the College's Assessment Malpractice and Maladministration Policy or Student Disciplinary Policy.

b) All other assessment-related matters (eg conduct of and environment for assessment) which are covered separately within the college's Complaints Handling Policy.

3.5 Candidates and staff will be made aware of this Policy at Induction.

## **4. Academic Appeals Procedure**

### **4.1 Informal**

Before a formal appeal is made against an assessment decision the student should discuss the issues with the Assessor as soon as possible and no later than the next timetabled session. This may resolve the matter without the need for a formal appeal.

The Assessor will inform the student of their decision either immediately or within 3 working days of the discussion. This will be recorded within the student's assessment materials.

### **4.2 Formal Appeal**

When the informal discussion has taken place between the student and assessor and the student remains dissatisfied with the assessment decision they should be made aware of their right to pursue a formal appeal.

Formal Appeals must be made in writing.

All formal appeals will be investigated, and a formal, written response will be provided.

### **4.3 Stage 1**

If the student wishes to make a formal appeal they should complete Form S1App (Appendix 1) and submit this to the appropriate Curriculum Manager within 10 working days of his or her next scheduled college attendance following notification of the assessment decision.

Upon receipt of the written appeal the Curriculum Manager should: -

- Acknowledge receipt of the appeal
- Appoint an Internal Verifier to examine the assessment material again thoroughly and impartially and record their findings on Form S1App.
- Ensure that the appeal is progressed through Stage 1 within 5 working days
- Ensure that both the student and lecturer are informed of the outcome of the

Stage 1 Appeal within 5 working days by sending a copy of the completed S1App Form to them. This also provides the details of the Head of Learning and Skills to whom a Stage 2 Appeal should be submitted.

- A copy of the outcome (the completed S1App Form) must be sent to the Head of Learning and Skills with responsibility for the curriculum area under appeal and the Head of Quality Enhancement.

Unless there are exceptional circumstances, students who fail to make an appeal within 10 working days of his or her next scheduled college attendance following notification of the assessment decision forfeit the right to an academic appeal.

#### **4.4 Stage 2**

The student may make a further appeal to the appropriate Head of Learning and Skills within 5 working days of his or her next scheduled college attendance following notification of the outcome of the Stage 1 appeal by completing the appropriate parts of the Form S2App (Appendix 2).

The Head of Learning and Skills should: -

- Acknowledge receipt of the Stage 2 appeal.
- Re-examine the assessment evidence, consulting the Internal Verifier and Assessor as required.
- Ensure the appeal is progressed through Stage 2 within 5 working days
- Ensure that both the student and lecturer are informed of the outcome of the Stage 2 appeal within 5 working days following receipt of the S2App Form.
- A copy of the outcome (the completed S2App Form) must be sent to the Head of Quality Enhancement.

**4.5** Where the appeal relates to internal assessment decisions of non-regulated qualifications (eg HNs, NQs) Stage 2 is the Final Appeal – there is no recourse to the Awarding Body.

**A flowchart detailing these stages can be found in Appendix 3.**

#### **4.6 Regulated Qualifications**

Students undertaking regulated experience (eg driving, work-based assessed experience, non-experienced students) have further routes of appeal against internal assessment decisions.

Therefore, if a student has gone through all stages of NC Maphia College's academic appeals procedure and remains dissatisfied with the outcome or the way in which the appeal was handled they can: -

- Appeal to the Awarding Body.
- Appeal to SQA Accreditation (or Ofqual if relevant) if they feel that the college and/or the Awarding Body has not dealt with the appeal appropriately.
- SQA Accreditation (or Ofqual) cannot overturn assessment decisions or academic judgements but may investigate the effectiveness of the college and/or the awarding body's appeal process and require corrective action.
- Where an appeal to an awarding body against an internal assessment decision in a regulated qualification is made the college will retain all records and evidence until the appeal has been resolved. Thereafter, the assessment and IV records will be retained for 5 years.



**APPENDIX 1**

**Form S1App (Student Assessment Appeal – Stage 1)**

<b>Assessor Name</b>		<b>Curriculum Area</b>	
<b>Name of Student</b>		<b>Course</b>	
<b>Unit Number</b>		<b>Assessment Decision under Appeal</b>	
<b>Reason for dissatisfaction</b>			
<b>Student Name and Signature</b>			
Name:			
Date:			
Signature:			
<b>Result of Stage 1 Appeal</b>			
I have thoroughly examined the assessment evidence and as a result of this the assessment decision (delete as appropriate):			
<ul style="list-style-type: none"> <li>• Remains unchanged</li> <li>• Has changed and is shown below</li> </ul>			
<b>Assessment Decision</b>			
<b>IV or Curriculum Manager:</b>			
<b>Date:</b>			

**Note: If you are still dissatisfied with the assessment decision please complete form S2APP (Student Assessment Appeal – Stage 2) and forward this to the Head of Learning and Skills below (within 5 working days).**

**Name of Head of Learning  
and Skills:**

**Campus:**

## APPENDIX 2

**Form S2App (Student Assessment Appeal – Stage 2)**

<b>Assessor Name</b>	<b>Curriculum Area</b>	
<b>Name of Student</b>	<b>Course</b>	
<b>Unit Number</b>	<b>Assessment Decision under Appeal</b>	
<b>Reason for dissatisfaction</b>		
<b>Result of Stage 2 Appeal</b>		
I have thoroughly examined the assessment evidence and as a result of this the assessment decision (delete as appropriate):		
<ul style="list-style-type: none"> <li>• Remains unchanged</li> <li>• Has changed and is shown below</li> </ul>		
<b>Assessment Decision</b>		
<p><b>The Head of Learning and Skills should contact the student within 5 days of receiving this report detailing the outcome of the process. A copy of this report should also be sent to the Head of Quality Enhancement - sign below to confirm that this has been done.</b></p>		
<b>Head of Learning and Skills Details:</b>		
Name:		
Date:		
Signature:		

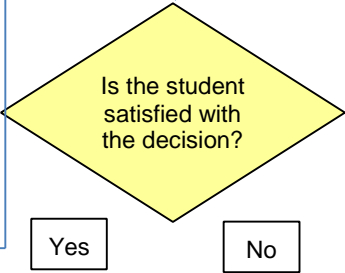
**APPENDIX 3**

APPEALS FLOWCHART

An appeal may be made by a student when unhappy with an assessment decision. Before a formal appeal is made the student should discuss the issues with the lecturer and this may resolve the issue without the need for a formal appeal.

**Informal Discussion with the Assessor.**

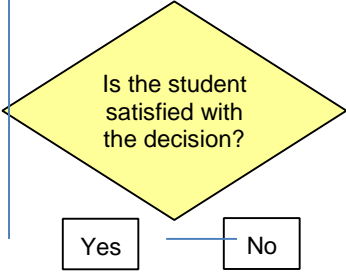
Student should speak to the lecturer and discuss the assessment decision more fully. This gives the student and lecturer the opportunity to consider the issues behind that decision and what action should be taken.



**Stage 1 Appeal**

Appeal must be made to the Curriculum Manager in writing within 10 working days of the completion of informal discussions with the lecturer.

The Curriculum Manager will appoint an Internal Verifier to examine the material thoroughly and impartially and advise the student of the decision within 5 working days following receipt of the letter of appeal.



**Stage 2 Appeal**

A further appeal can be made in writing to the appropriate Head of Learning and Skills within 5 working days of receiving the outcome of the Stage 1 appeal.

The Head of Learning and Skills should re-examine the assessment evidence, consulting the Internal Verifier and lecturer as required.

The Head of Learning and Skills must notify the student of the decision within 5 working days.

This decision is final and no further appeal can be made.

**Satisfactory Resolution**