

EASTLEIGH COLLEGE

APPEALS PROCEDURE (Student Assessment)

The appeals procedure will only vary according to specific awarding body requirements including those for a partner Higher Education Institution (HEI). For students studying an approved HE programme and in receipt of funding, the College's internal appeals procedure should be followed. If the student remains unhappy with the outcome, they should refer to the relevant HEI's Academic Appeals Procedure.

Any student who disagrees with an assessment decision should discuss this with their lecturer or assessor as soon as they can. The student should be supported and given full feedback so that the student understands the basis upon which the assessment was made. If it is appropriate the lecturer or assessor could provide an additional opportunity for assessment. If the student is still dissatisfied they should then take their appeal to the Internal Verifier for that programme. The process is described below.

Background

The Appeals Procedure has been created to provide an effective system to deal with disputed outcomes of assessment and grading. Students on all courses at the College should be made aware that an appeals procedure exists and how it works at induction.

Internal Assessment Decision

If the appeal has not been resolved between the assessor and the student an appeal must be formally lodged with the Internal Verifier for the programme. This must be in writing and signed. The candidate can access the support of a scribe and/or advocate. A neutral assessor will be allocated by the Internal Verifier to carry out a further assessment, which should take place within five working days of the written appeal being received by the IV, (or at the first opportunity and allowing for timely completion of the qualification). The candidate should be made aware of alternative assessment strategies if appropriate.

The IV and assessor will communicate the assessment decision to the learner no later than five days after the assessment.

If the candidate continues to pursue the appeal, it must be referred to an Appeals Panel within ten working days. The Appeals Panel consists of the ~~Deputy Head of Division~~ ~~Faculty~~, Course Manager and Internal Verifier, who will consider evidence from the candidate and the assessors and judge whether the assessment is fair and accurate. The External Verifier may be consulted if required. The Panel will meet within ten days of the appeal being referred and the result communicated to the learner no later than five days after the Panel has met. The decision of this Panel will be final.

External Assessment Decision

If a candidate wishes to appeal against an external assessment decision, the appeal must be lodged, in writing, (the candidate may request the support of a scribe or an advocate) with the Exams Office within one week of receipt of the assessment decision. This appeal will be referred to the External Board according to their specific regulations. The Exams Office will have copies of their specific regulations.

Further minor amendments made by KQ on 5.1.16
Revised by Curriculum Managers, 27.2.15.
Approved by SMT, 11.3.15.
Approved by Quality Board 20.5.15