

STEPHENSON COLLEGE

PROCEDURE FOR LEARNERS' APPEALS AGAINST ASSESSMENT DECISIONS

1. Purpose

To describe the process by which learners can appeal against an assessment decision and obtain accurate and fair assessment of their work or competences, if necessary, through the intervention of an appropriate third party.

2. Scope

This procedure shall apply when any learner feels assessment has been carried out unfairly and wishes to appeal.

3. Responsibilities

- 3.1 The Course Tutor shall be responsible for ensuring that learners are informed of this procedure.
- 3.2 Programme Co-ordinators shall be responsible for ensuring that records of appeal decisions are entered in the programme files.
- 3.3 Any learner making an appeal against an assessment decision made by an external examiner or Assessor shall be responsible for pursuing that appeal with the awarding or examining body.

4. Definitions

- 4.1 'Learner' includes any person whose work or competence is being assessed by persons appointed by the College for that purpose or by external examiners or Assessors under arrangements made by the College.
- 4.2 External examiners shall include examination boards

5. Procedure

5.1 *Internal Assessments*

5.1.1 *Stage 1- Informal*

- 5.1.1.1 The learner concerned shall appeal to the Assessor within five working days of receiving the assessment decision
- 5.1.1.2 The Assessor shall respond to the learner within five working days

- 5.1.1.3 If the appeal is not resolved and the learner so wishes, then Stage 2 of the procedure shall be invoked
 - 5.1.1.4 If the learner concerned decides to take the appeal to Stage 2, the Assessor shall advise the learner how to make a written appeal to the Programme Co-ordinator
- 5.1.2 *Stage 2 - Formal*
- 5.1.2.1 The learner shall make a written appeal to the Programme Co-ordinator within five working days of receiving the response from the Assessor
 - 5.1.2.2 The Programme Co-ordinator shall consult the Assessor and the Internal Verifier(s) or Moderator(s) for the programme who may, in turn, consult other appropriate persons
 - 5.1.2.3 In the event of the Programme Co-ordinator also being the Assessor, the appeal shall be dealt with by the Internal Verifier or Moderator who may consult other appropriate persons
 - 5.1.2.4 The assessment decision shall be internally verified/moderated to determine the validity of the appeal
 - 5.1.2.5 The Programme Co-ordinator, or Internal Verifier, as appropriate, shall respond in writing to the learner within five working days of being informed of the appeal
 - 5.1.2.6 If the dispute is not resolved, the Programme Co-ordinator will provide information to enable the learner to pursue the appeal via the complaints procedure by contacting Student Support Services.
- 5.1.3 When an appeal against an assessment decision has not been resolved at Stage 2, and the learner makes a complaint to Student Support Services, the formal Stage 2 of the complaints procedure shall be invoked.
- 5.1.4 The following are grounds for an appeal against assessment decisions, which is pursued via the complaints procedure:
- a. procedural or organisational irregularities in the conduct of the assessment
 - b. the assessment did not follow the assessment plan or model for the subject, unit or module
 - c. misleading information about the assessment had been provided
 - d. insufficient or inappropriate instructions or guidance had been provided
 - e. insufficient opportunities to demonstrate competence had been provided
 - f. other grounds, acceptable to the Deputy Principal, excluding appeals based on questioning the academic or professional judgement of academic staff, or their professional or academic integrity

5.2 *External Assessments*

- 5.2.1 The learner making the appeal shall write with details, to the College Examinations Officer.
- 5.2.2 The College Examinations Officer shall, upon receiving a written notice of appeal from a student, forthwith provide that learner with details of the process of appeal to the relevant external awarding body.
- 5.2.3 The College Examinations Officer shall keep a record of written notices of appeal received from learners.