

# Assessment Appeals Procedure

Policy Title	<b>Assessment Appeals Procedure</b>	
Owner	Head of Quality	
Date Written	September 2021	
Approved By	SLT	
Date Approved	November 2021	
Equality Impact Assessment	The implementation of this policy is not considered to have a negative impact on protected characteristics	
Review Date	September 2023	
Revision Number	1	
Changes made	0	
Linked Policy / Procedure(s)	NCG Assessment, IV and moderation Policy NCG Non-examination assessment Policy	
	Groups this policy/procedure applies to:	
	16-18 Full time Learners	Yes/No If no, refer to
	19+ Full time learners	Yes/No If no, refer to
	19+ substantive Part time learners	Yes/No If no, refer to
	19+ non-substantive Part time	Yes/No If no, refer to
	Apprentices	Yes/No If no, refer to
Policy Summary	The purpose of this policy is to provide learners with a process to follow if they want to appeal against an assessment decision.	
Revision1 Dec 2022	The revision further clarifies the Appeal Process	

# Assessment Appeals Procedure

## 1. Purpose

All learners are entitled to the right to fair, valid, and reliable assessment decisions. This procedure is available to provide learners with a process to follow if they want to appeal against an assessment decision.

The assessment appeals procedure attempts to reach a decision about the appeal at the earliest opportunity to facilitate this, the procedure will operate in a timely manner.

## 2. Roles and Responsibilities

### Head of Quality

The Head of Quality, will

- Ensure appropriate staff are aware of the Assessment Appeals Procedure
- Liaise with the awarding body if appropriate
- Ensure, through staff in Learner Services, students have support to appeal if they require it

### Curriculum Managers, Programme Managers/Lead IV/IV / Assessors

- Learners are aware of and have access to the assessment appeals procedures throughout their enrolment onto the qualification
- All appeals are dealt with fairly and in a timely manner
- Assessment Appeals are fully recorded
- Awarding bodies, via External verifiers or moderators are aware of any assessment appeals and the outcome
- Assessment tracking is updated if required

## 3. Procedure

All learners will be informed of the Assessment Appeal Procedure during their induction to the study. Learners will have access, via Teams to a copy of the Assessment Appeal Procedure throughout their studies to refer to if required. Learners requiring support to access the procedure and gain advice about implementation will be able to gain this from any of the following: Curriculum managers, Heads of Departments, or a member of the Learner services team.

The Assessment Appeal Procedure has 3 stages which need to be followed in order and as a formal process all stages must be documented in writing.

### Stage 1 Assessment Appeal

If a learner wishes to appeal against an assessment decision, they have 5 working days from receiving their feedback in which to complete the Stage 1 Assessment Appeal Form. On the form the learner must explain why they are appealing the assessment decision and submit this to their Assessor.

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The assessor has 5 working days to complete the stage 1 form and return it to the learner ensuring that the Lead Internal Verifier and the Curriculum Manager are copied into the reply.

In addition, it is good practice for the assessor to inform the learner orally as well as in writing, if circumstances allow.

If the Assessor confirms that the assessment decision is accurate and the learner is dissatisfied with the response, the learner can request a Stage 2 evidence review.

If the Assessor agrees with the assessment appeal, then the matter will be resolved to the satisfaction of the learner and no further action is taken.

### Stage 2 Evidence Review

The learner has 5 working days from the Stage 1 Assessment Appeal Decision, to complete and request an evidence review using the Stage 2 form. The learner must complete the reason they are appealing the assessment decision and submit the stage 2 form to the Lead Internal Verifier.

The Lead Interview Verifier has 5 working days to review the assessed work, feedback, and assessment decision information, then complete and return the stage 2 form. The completed stage 2 form must be used in the response to the learner and a copy of the stage 2 form must also be sent to the Curriculum Manager.

In addition, it is good practice for the Lead Internal Verifier to inform the learner orally as well as in writing, if circumstances allow.

If the Lead Internal Verifier agrees that the Assessment Decision is correct and the learner is dissatisfied with the response, the learner can request a Stage 3 Appeal

If the Lead Internal Verifier agrees with the Assessment Appeal (Evidence Review), then the matter will be resolved to the satisfaction of the learner and no further action is taken.

### Stage 3 Assessment Appeal Panel

The third stage involves the right of appeal to the Assessment Appeal Panel.

The learner has 5 working days from receiving the decision of Stage 2 Evidence Review, to complete and request an Assessment Appeal Panel using the Stage 3 form. The learner must complete the reason they are appealing the assessment decision and submit the Stage 3 form to the Lead Internal Verifier and Curriculum Manager.

The Curriculum should arrange an Assessment Appeal Panel within five working days of the formal notification of Stage 2 from the learner. The Assessment Appeal Panel has to include two of the following: Curriculum Manager, Head of Curriculum, Head of Quality. One person at least, must not have been previously involved in stage 1 or 2 of the process.

The learner and Lead Internal Verifier will be invited to make their case to the Panel either in writing or in person. The Panel will reach its decision within 2 working days. The completed

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stage 3 form must be used in the response to the learner and a copy of the stage 3 form must also be kept by the Lead Internal Verifier and the Curriculum Manager.

In addition, it is good practice for the one member of the Assessment Appeal Panel to inform the learner orally as well as in writing, if circumstances allow.

If the Panel agrees that the Assessment Decision is correct and the learner is dissatisfied with the response, the learner may wish to proceed, involving the Awarding Body.

If the Panel agrees with the Assessment Appeal, then the matter will be resolved to the satisfaction of the learner and no further action is taken.

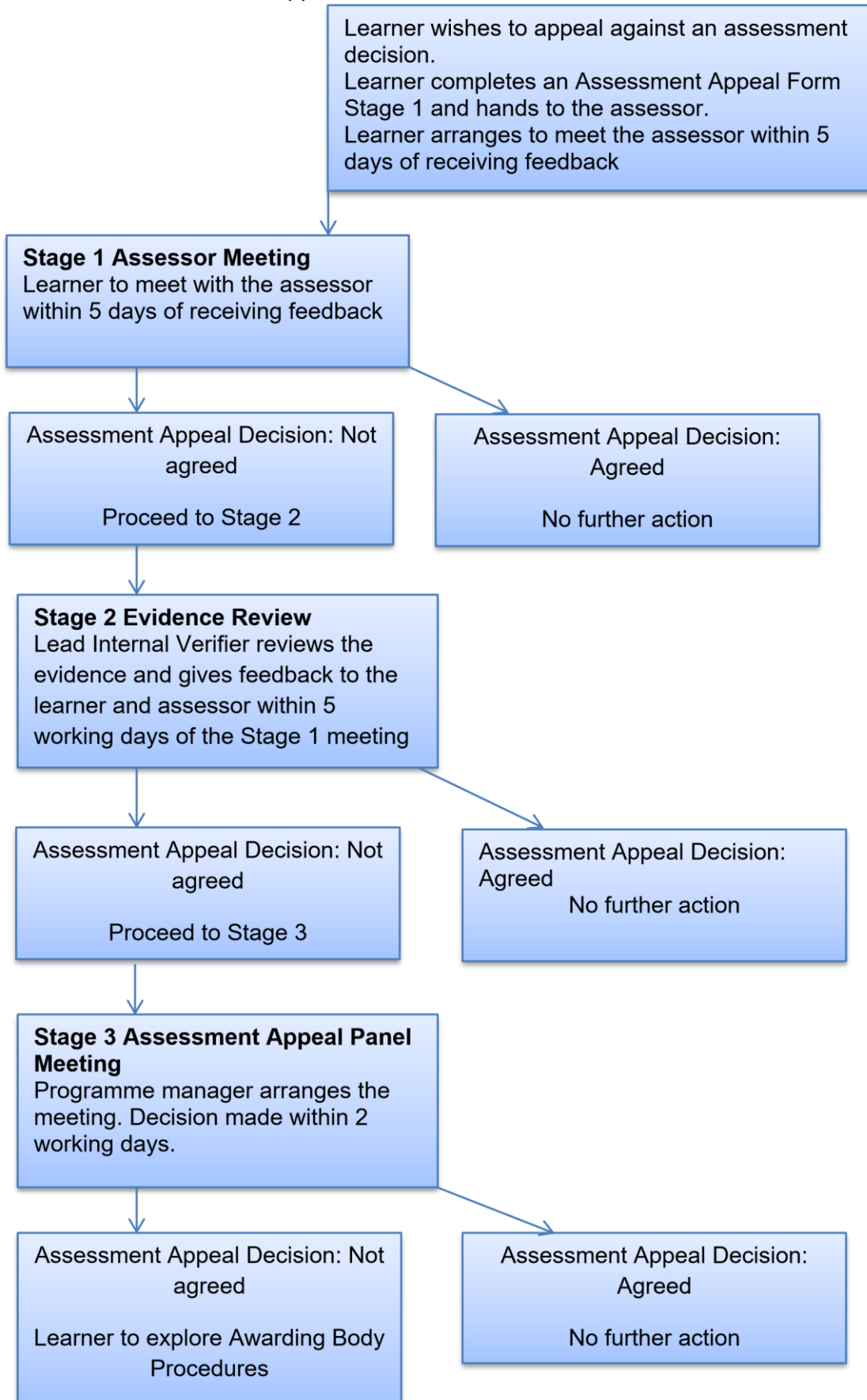
Details of the appeal will be made available to the External Moderator/ Verifier by the Head of Quality.

### 4. Quality Assurance and Monitoring

The Assessment Appeals is quality assured via the Head of Quality, internal inspections, and audits.

# Assessment Appeals Procedure

## 5. Flowchart: Assessment Appeal Procedure



# Assessment Appeals Procedure

## Documentation Associated with Procedure

### Assessment Appeal Form: Stage 1

Name of Candidate	
Course Programme/Module/Unit Title	
Name of Assessor	
Name of Lead Internal Verifier	
Name of Curriculum/Programme Manager	
Date of Assessment Feedback	
Date of Meeting	

Candidate comments (explain why you are appealing the assessment decision)	Assessor comments (explain why the assessment decision made is accurate)
Decision (Assessor to complete at the end of the Assessment Appeals Meeting)	
I agree with the decision above. Candidate signature: Date:	I agree with the decision above Assessor signature: Date:
Or This matter has not yet been resolved to my satisfaction and I wish to proceed to Stage 2 Candidate signature: Date:	

A copy of this form must be given to the Lead Internal Verifier and Curriculum Manager

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## Assessment Appeals Form: Stage 2 Evidence Review

Name of Candidate	
Course Programme/Module/Unit Title	
Name of Assessor	
Name of Lead Internal Verifier	
Name of Curriculum Manager	
Date of Stage 1 Assessment Appeal Meeting	
Date of Evidence Review	

Candidate additional comments only (explain why you are appealing the assessment decision)	Assessor additional comments only (explain why the assessment decision made is accurate)
Decision (Lead Internal Verifier to complete follow a review of the assessed work, feedback, and assessment decision)	
I agree with the decision above. Candidate signature: Date:	I agree with the decision above Assessor signature: Date:
Or This matter has not yet been resolved to my satisfaction and I wish to proceed to Stage 3 Candidate signature: Date:	

The Lead Internal Verifier and Curriculum Manager must keep a copy of this form

# Assessment Appeals Procedure

## Assessment Appeals Form: Stage 3 Assessment Appeal Panel

Name of Candidate	
Course Programme/Module/Unit Title	
Name of Assessor	
Name of Lead Internal Verifier	
Name of Curriculum Manager	
Date of Stage 2 Assessment Appeal Evidence Review	
Date of Assessment Appeal Panel	

Candidate additional comments only (explain why you are appealing the assessment decision)	Lead Internal Verifier additional comments only (explain why the assessment decision made is accurate)
Decision (Chair of Panel to complete)	
I agree with the decision above. Candidate signature: Date:	
Or This matter has not yet been resolved to my satisfaction and I wish to proceed to involving the Awarding Body. Candidate signature: Date:	

The Lead Internal Verifier and Curriculum Manager must keep a copy of this form



## Equality Impact Assessment

	Judgement	Explanatory Note if required
<b>EIA 1 - Does the proposed policy/procedure align with the intention of the NCG Mission and EDIB Intent Statement in 2.0?</b>	Yes	
<b>EIA 2 - Does the proposed policy/procedure in any way impact unfairly on any protected characteristics below?</b>		
<b>Age</b>	No	
<b>Disability / Difficulty</b>	No	
<b>Gender Reassignment</b>	No	
<b>Marriage and Civil Partnership</b>	No	
<b>Race</b>	No	
<b>Religion or Belief</b>	No	
<b>Sex</b>	No	
<b>Sexual Orientation</b>	No	
<b>EIA3 - Does the proposed policy/processes contain any language/terms/references/ phrasing that could cause offence to any specific groups of people or individuals?</b>	No	
<b>EIA4 - Does the policy/process discriminate or victimise any groups or individuals?</b>	No	
<b>EIA 5 - Does this policy/process positively discriminate against any group of people, or individuals?</b>	No	
<b>EIA 5 - Does this policy/process include any positive action to support underrepresented groups of people, or individuals?</b>	No	

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<p>EIA 6 - How do you know that the above is correct?</p>	<p>Consulted with experienced peers.</p>
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