

West Lancashire College Assessment Appeals Procedure 2026-27

Purpose

This procedure provides learners with a clear process for appealing against an internal assessment decision and for raising concerns relating to access arrangements, reasonable adjustments and special consideration. It supports JCQ, awarding organisation and NCG requirements.

Any individual participating in an appeal must declare any actual or potential conflict of interest. Wherever possible, staff reviewing an appeal must not have been directly involved in the original assessment decision.

Three Stage Appeals Process

Stage 1:

- Meeting within 5 working days of feedback being given.
- Student/candidate and Assessor/Lecturer meet to discuss evidence and assessment decisions.
- Agreement reached → End of Appeal
- Agreement not reached → Stage 2

Stage 2:

- To be completed within 10 working days of feedback being given.
- Evidence independently reviewed by a Second Assessor / Internal Moderator.
- Independent Assessor / Internal Moderator, Assessor/Lecturer and IV/IM review evidence and assessment decisions.
- Candidate accepts decision → End of Appeal
- Candidate does not accept decision → Stage 3

Stage 3:

- To be completed within 15 working days of feedback being given.
- Assessment Panel considers evidence.
- Candidate accepts decision → End of Appeal
- Candidate does not accept decision → Access awarding organisation appeals procedure in accordance with awarding organisation regulations and JCQ guidance.
- Assessment Panel to include a minimum of two senior members of staff not previously involved in the original assessment decision. Examples include Curriculum Manager, Programme Area Manager, Head of Department, Quality Manager, Director or another suitably qualified senior manager.

Associated Malpractice Investigations

Where evidence emerges that an appeal relates to suspected malpractice, maladministration, academic misconduct or inappropriate use of Artificial Intelligence (AI), the appeal process may be suspended while the matter is investigated in accordance with the NCG Malpractice Policy and awarding organisation requirements.

Retention of Appeal Records

All appeal records, evidence, meeting notes, correspondence and decisions will be retained in accordance with NCG record retention requirements and awarding organisation regulations.

Appeals Relating to Access Arrangements, Reasonable Adjustments and Special Consideration

Learners may appeal against decisions relating to access arrangements, reasonable adjustments, special consideration and implementation of approved arrangements.

Post-Results Services

Appeals relating to clerical re-checks, reviews of marking, reviews of moderation, awarding organisation appeals and centre decisions not to support a post-results service request will be managed in accordance with the College Procedure for Access to Scripts, Post-Results Services and Appeals.