**Academic Appeals Guidelines**

**Policy Statement**

1. It is the policy of EPUT Education Team to develop and maintain assessment procedures that are fair, reliable and open to scrutiny. The programme handbook fully outlines the College’s commitment to students.

2. The EPUT Education Team operates a rigorous system of internal verification across all of its centres to guarantee fair assessment that complies with awarding organisation requirements. It is recognised, however, that there could be exceptional circumstances when individual students or groups may wish to appeal against recommendations or decisions relating to assessment. The following appeals procedure outlines the action that may be taken in such circumstances.

3. In all cases the centre’s academic appeal process supports and supplements the appeal process for all awarding organisations and Higher Education Institutions. While students are encouraged to follow the EPUT Education Team internal appeals policy, students have the right to appeal directly to the relevant awarding organisation or relevant Higher Education Institution at any time.

4. For all FE Awarding Organisations and for Pearson Higher Nationals, the student may request support from the Quality Nominee in order to access and understand the awarding organisation’s appeals process. Likewise, the Head of Centre is available to provide similar support for Appeals related to the Programme.

**Scope of Policy and Procedure**

5. Any student who believes that a piece of work submitted for assessment has been assessed unfairly, inconsistently or not in accordance with the standards and level required by the awarding Organisation, shall have the right to appeal against the assessment mark, grade or final outcome.

6. In the first instance any concerns should be discussed with the student’s personal assessor or a member of the teaching team. While it is recognised that in most circumstances student queries relating to assessment can and will be resolved informally, the formal appeals procedure is available to support students in their appeal.

7. If a student needs help in making an appeal, this can be obtained by contacting a member of the EPUT Education Team.

8. It is the responsibility of students to inform the centre if they are not satisfied with the grading of any piece of work. The EPUT Education Team Appeals procedure enables students to make a formal appeal against a recommendation or decision relating to:

1. The mark or grade for an individual item of coursework
2. The result of an individual course
3. Entitlement to an award
4. The class or grade of an award

Note 1 Throughout this document a piece of work shall refer to a set task which may be a written report, essay or assignment, a diagrammatic or pictorial representation, the production of a tangible item or artefact, a portfolio of work or an oral presentation or performance.

**Grounds for Appeal**

9. A student/candidate may appeal against an assessment decision if he/she believes that the decision is unfair or unreasonable. Normally an appeal can be made on any one of the following grounds:

(i) Relevant assessment criteria have been met but not acknowledged

(ii) The assessments were not conducted in accordance with the awarding Organisation’s regulations

(iii)Assessment procedures, including examinations, were not conducted fairly (iv)The internal verifier was presented with incorrect or inaccurate assessment information

(v)There were medical or other extenuating circumstances of which the relevant course manager was unaware when assessment decisions were being made (vi)There was unfairness or impropriety on the part of one or more of the assessors/examiners

(vii)The student was unjustifiably excluded from an examination or an assessment opportunity

10. For appeals related to externally assessed work or examinations, the student must appeal directly to the relevant Awarding Organisation.

11. It is the responsibility of the student to notify the Programme Lead in writing of any extenuating circumstances which may be adversely affecting the student’s performance. Normally, this should be done before the assessment process takes place.

12. The procedure for appeals is detailed on page 5 of this document. Awarding Organisation Rules and Regulations

13.Where the Awarding/EPAO Organisation allows, if a learner is unable to resolve an appeal with the centre then they have a right to escalate the appeal to the associated Awarding or EPAO Organisation. Any appeal must be submitted within 20 days of the associated assessment.

14.The relevant Awarding Organisation’s appeals procedure will be invoked where:

a. The issue cannot be resolved internally

b. The appeal is in relation to an examination

Further Reading

15.These guidelines cross-references with the following documents:

EPUT Education Team HND Student Handbook

EPUT HND Assessment Policy

**EPUT Apprenticeship policy**

**Pearson Quality assurance rules and regulations**

**EPUT Education Team**

Procedure for Academic Appeals- see flow chart below.

Informal Appeal referred to and resolved by the assessor/tutor Student to discuss with assessor/tutor within 5 working days of receipt of assessment decision.

2. Informal Appeal referred to and resolved by the Internal Verifier (IQA)

Student appeal to Internal Verifier within 5 working days

Internal Verifier to have piece of work reviewed by another IQA with no previous involvement in the assessment decision under appeal. 5 working days

3. Formal Appeal referred to Assessment Board – 10 working days- if decision not agreed or further appeal or evidence required.

4. Assessment Board Appeals Panel- To be convened – 10 working days from receipt of formal appeals form .

**THE APPEALS PROCESS FLOW CHART, GIVING A VISUAL REPRESENTATION OF THE PROCESS**

Final Decision accepted

All documentation forwarded to admin. Upon receipt information will be stored in student file

Assessment Appeals Board to review evidence from programme team and student and decision made.

Work re-assessed by IQA

Assessment Board review of assessment grading/ Initial decision made- Student Informed

Resolved

Resolved

Yes

Yes

Yes

No

No

Resolved

Work re-assessed by another Assessor

No

Yes

Resolved

Student is unhappy with assessment decision

Discussion between Assessor and Student 55(5days

Appeal to awarding body. Appeals Quality Standards Manager and EE

No

Yes

No