

# Appeals Policy

## 1. Overview

The purpose of this document is to set out the procedure for student appeals to tutors' assessment decisions.

## 2. Introduction

Internal assessment appeals apply to all Open College Network West Midlands (Awarding Body) accredited learning programmes provided by National Resource Centre for Supplementary Education (NRCSE). Learners have the right to approach the Awarding Body (through the Curriculum Manager)

## 3. This document is intended for:

- Learners

## 4. Access

Learners are made aware of the existence of this policy and have open access to it:

- in the policies section of the NRCSE website.

All tutors, assessors and subject matter experts working for or on behalf of NRCSE will be made aware of this policy in the Staff Handbook and 'What tutors need to know' document.

This policy is reviewed annually and may be reviewed in response to feedback from learners, tutors, assessors and external organisations.

## 5. Definitions

- Learner is an enrolled person on a course leading to a recognised qualification with NRCSE
- Assessor is a member of staff carrying out any assessment/grading activity
- Lead internal verifier/moderator is a nominated person for the specific subject matter
- Appeals Panel is a group consisting of a Director (Chair), lead internal verifier for the relevant qualification and an independent assessor.

## 6. Internal Assessment Appeal

All learners have the right to appeal a decision. Where students disagree with the grading of a piece of work they can appeal against the decision of the assessor. Appeals follow a number of stages.

### Stage 1

In the first instance the learner must write or email their Assessor (Tutor) within 5 working days of the assessment being returned. (Extensions accepted in exceptional circumstances).

Their Assessor will respond within 5 working days. If an assessor is on leave this period may be longer as it must be the assessor who marked the work to which the first stage appeal is made. The response will be either:

- A clear explanation of the assessment decision and a re-affirmation of the grade, *or*
- A re-grading and amendment to the learner's assessment record, *or*

- If an administrative error has been made (for example, in the completion or calculation of the unit grade profile), the error will be corrected, *or*
- A referral to Stage 2 and the completion of the Learner Appeals Form

## Stage 2

The Assessor sends the Learner Appeals Form (with section 1 complete) to the qualification's lead Internal Verifier. In addition, the assessor provides the original assessment record and, if the appropriate, the candidates evidence for the appeal.

Upon receipt of the form the Lead Internal Verifier reconsiders the assessment decision by evaluating all the evidence presented. This will be done within 10 working days (assuming the Lead Internal Verifier is not on leave)

The Internal Verifier then either:

- Concludes there is no case for regrading (that is, the tutor's original decision is confirmed), the grade indicators are included in the unit grade profile, and the decision is recorded, *or*
- Recommends a change in the grade, if the internal consideration concludes that there may be a case for regrading, the work is referred to the external moderator. In these circumstances, the external moderator will need to consider the assessed work directly and satisfy her/himself that an error of judgement has been made in order to approve a change to the grade indicators. The making of any such changes will be formally recorded.
- No adjustment to tutor grades can be made without written agreement of the external moderator

The External Moderator's judgement is final (part 3 of the form is completed).

This appeals procedure complies with advice from Open College Network West Midlands.

## 7. Related Documents

This Appeals Policy should be read in conjunction with the following documents:

- Complaints Policy
- Access to Fair Assessment Policy
- Disability Discrimination Policy
- Equality and Diversity Policy

## 8. Review

The NRCSE Board of Trustees will review the policy annually and revise it as and when necessary in response to customer feedback, changes in practice, Awarding Body requirements or changes in legislation.

**Signed:** \_\_\_\_\_

**Print:** \_\_\_\_\_

**Dated:** \_\_\_\_\_

### Review Schedule

Year	2015	2016	2017	2018	2019	2020
Date	11/05/15			29/7/18		
Signed						

**Section 1**

Name of Learner			
Name of Tutor/Assessor			
Name of Internal Verifier			
Date of decision			
Unit(s) subject of the appeal			
Learners reason for appeal			
Learners Signature		Date	
Tutor/Assessors signature		Date	

**Section 2**

Internal Verifier's decision			
Date Appeal received			
Date of reply			
IV Name			
IV Signature		Date	

**Section 3**

External Verifier decision			
Date of moderation			
Date of reply			
EV's Name			
EV Signature		Date	

Entered in the Appeals Log: Yes / No

Date Appeal logged: \_\_\_\_\_

Learners Record Holder's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

**Appeals Panel Terms of Reference**

1. The panel will consider the learner's explanation and the explanation provided by the original Assessor and the Lead Internal Verifier
2. Any supporting evidence from the learner's colleague/friend will then be heard
3. At this point the learner and friend will leave the meeting so that the Appeals Panel can reach a decision
4. This decision will be final and will be conveyed to the learner and the Assessor in writing within five working days of the Appeals Committee Meeting
5. A copy of this letter together with the written evidence presented to the committee will be kept in the External Verifier's File.

## Enquiries about results

### Learner Consent Form

#### Information for learners

The following information explains what may happen following an enquiry about the result of your qualification. If the centre makes an enquiry about the decision of the External Verifier after your subject grade has been issued, there are three possible outcomes:

- Your original mark is lowered, so your final grade may be lower than the original grade you received
- Your original mark is confirmed as correct and there is no change to your grade
- Your original mark is raised, so your final grade may be higher than the original grade you received.

In order to proceed with the enquiry about results, you must sign the form below. This tells the Curriculum Manager that you have understood what the outcome might be, and that you give your consent to the enquiry being made.

#### Candidate consent form

<b>Learner Name</b>	
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#### Details of enquiry (Awarding Body, Qualification level, Subject title, Unit)

I give consent to the Curriculum Manger to make an enquiry about the result of the unit (s) listed above. In giving my consent I understand that the final subject grade awarded to me may be lower than, higher than, or the same as the grade which was originally awarded for this subject.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_