

Assessment Appeals Procedure



1. Purpose

1.1 This document sets out City of Wolverhampton College procedures for assessment appeals for all qualifications, including our Higher Education provision.

2. Procedure

2.1 Assessment Appeal procedures will provide fair processes, which meet requirements fairly, irrespective of a student's race, ethnicity, gender, sexual orientation, age, disciplinary, religion or beliefs and offers the appropriate support and guidance for all students to access opportunities in this way.

2.2 All students have the right to appeal the outcome of an assessment.

2.3 The College Assessment Appeals Procedure will be explained to students during induction and made accessible.

2.4 Where the College works in partnership with others, such as a University, procedures should initially be followed for qualifications awarded by these institutes.

2.5 The Assessment Appeals Procedure has 4 stages:

- (1) Informal stage
- (2) Formal Appeal
- (3) Appeals Panel
- (4) Referral to Awarding Organisation

2.6 Stage 1 – Informal Stage

2.6.1 A student who wishes to appeal against an assessment decision should, in the first instance, discuss the matter with the Assessor concerned within five working days of receiving the feedback. Wherever possible the Assessor and the student should come to a mutually agreed decision concerning the assessment.

2.6.2 The meeting between the Assessor and the student should be formally recorded.

Title	Assessment Appeals V1.0			Stored	Corporate Manual / Procedures/Strategies		
Policy		Procedure	✓	Strategy		Guidelines	
Review period	Date Approved	Next Review	Author			Page	
12 months	August 2019	August 2020	Assistant Principal - Student Engagement			1 of 3	

Assessment Appeals Procedure



2.7 Stage 2 – Formal Appeal

- 2.7.1 If the student is still dissatisfied after completion of Stage One, then he/she may make a formal appeal against the assessment decision within five working days of the outcome of the Informal Stage.
- 2.7.2 The student will notify in writing to the Head of Faculty that they are dissatisfied after the completion of Stage One. The Head of Faculty will arrange a meeting where the Internal Quality Assurer (IQA) will review all evidence and assessment records in order to consider the appeal.
- 2.7.3 The Internal Quality Assurer (IQA) should formally record findings following the review of all evidence and assessment records. This is shared with the Head of Faculty, who will inform the student of the outcome within five working days of the receipt from the review outcome.
- 2.7.4 If the student remains dissatisfied after completion of Stage Two, then he/she may make an appeal to be heard at an Appeals Panel. The student will notify in writing to the Quality Improvement Director, of this request within five working days of the outcome of the Formal Stage.
- 2.7.5 Details of the request and outcome should be shared for recording purposes with the Quality Improvement Department.

2.8 Stage 3 – Appeals Panel

- 2.8.1 On receipt of the appeal request, an Appeal Panel organised within 10 working days. Members of the Appeals Panel are:
 - Quality Improvement Director (Chair) and another member of the Quality Improvement team if required.
 - A Lead Internal Quality Assurer
 - Plus, one other with relevant vocational/academic expertise
- 2.8.2 The student and the original Assessor should be invited to attend. The student may be accompanied by another student, parent or carer for support. Non-attendance of the student should not invalidate the proceedings.

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12 months	August 2019	August 2020	Assistant Principal - Student Engagement			2 of 3	

Assessment Appeals Procedure



2.8.3 The student and the Assessor concerned will be required to submit evidence to support their case to the Appeals Panel who subsequently will decide on a course of action which may be the following:

- Upholding the decision of the original Assessor
- Require re-assessment of work by an alternative Assessor

2.8.4 The Appeal Panel should be formally recorded.

2.8.5 The decision of the appeal will be notified to the student in writing within five working days of the Appeal Hearing.

2.8.6 Details of the Appeal and outcome will be recorded with the Quality Improvement Department.

2.9 Stage 4 – Referral to Awarding Organisation

2.9.1 Where a student is still dissatisfied with the outcome of the Appeals Panel, the student may appeal to the Awarding Organisation.

2.9.2 A failed appeal against an assessment decision will not disbar a student from making a formal complaint under the appropriate Quality procedures.

2.10 A summary of appeals will be recorded.

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Review period	Date Approved	Next Review	Author			Page	
12 months	August 2019	August 2020	Assistant Principal - Student Engagement			3 of 3	