



Assessment Appeals

Procedure 2026 - 27

Assistant Principal – Quality and Engagement

Publication Date: August 2026

Review Date: August 2027 | Version No. 1

1. Purpose

- 1.1 This document sets out City of Wolverhampton College procedures for assessment appeals for all qualifications, including Apprenticeship and Higher Education (HE) provision.

2. Procedure

- 2.1 Assessment appeal procedures will provide fair processes which meet requirements and ensure decisions are valid, consistent and applied equitably, irrespective of a student's or apprentice's protected characteristics, ensuring appropriate support is in place to enable access to the appeals process.
- 2.2 All students and apprentices have the right to appeal the outcome of an assessment.
- 2.3 The College Assessment Appeals Procedure will be explained to students and apprentices during induction or a review and must be clearly accessible through College systems.
- 2.4 Where the College works in partnership with others, such as a university, students must follow the relevant awarding organisation or partner procedures in the first instance where required.
- 2.5 In exceptional circumstances (e.g. pandemic or significant disruption), any changes to this procedure must be formally approved and clearly communicated in line with College processes.
- 2.6 The Assessment Appeals Procedure has 4 stages:
1. Informal stage
 2. Formal Appeal
 3. Appeals Panel
 4. Referral to Awarding Organisation
- 2.7 **Stage 1 – Informal Stage**
- 2.7.1 A student or apprentice who wishes to appeal against an assessment decision should, in the first instance, discuss the matter with the member of delivery staff concerned within five working days of receiving the feedback. Wherever possible the member of staff and the student or apprentice should come to a mutually agreed decision concerning the assessment.
- 2.7.2 The meeting between the member of delivery staff and the student or apprentice must be formally recorded and retained for quality assurance purposes.
- 2.8 **Stage 2 – Formal Appeal**

- 2.8.1 If the student or apprentice remains dissatisfied after Stage 1, they may submit a formal appeal within five working days of the outcome of the informal stage. The Internal Quality Assurer (IQA) will review all assessment evidence and records and ensure the assessment decision is valid, reliable and in line with awarding body requirements. The IQA must formally record findings, which are shared with the Curriculum Manager.
- 2.8.2 The student or apprentice will notify in writing to the appropriate Curriculum Manager. The Curriculum Manager will arrange a meeting with assessor, Internal Quality Assurer (IQA) to review all evidence and assessment records in order to consider the appeal.
- 2.8.3 The Curriculum Manager and Internal Quality Assurer (IQA) should formally record findings following the review of all evidence and assessment records. The Curriculum Manager will inform the student or apprentice of the outcome within five working days of the receipt from the review outcome.
- 2.8.4 If the student or apprentice remains dissatisfied, they may request escalation to an Appeals Panel within five working days of the formal appeal outcome. All formal appeals and outcomes must be recorded and reported to the Quality Team for monitoring and quality assurance purposes

2.9 Stage 3 – Appeals Panel

- 2.9.1 On receipt of a request, an Appeals Panel will be convened within 10 working days:
 - Head of Curriculum (Chair) or an academic senior or executive leader.
 - Quality Manager
 - Lead Internal Quality Assurer
 - One additional member with relevant vocational or academic expertise
- 2.9.2 The student or apprentice and the original assessor will be invited to attend. The student or apprentice may be accompanied by another student or apprentice, parent, or carer for support. Non-attendance will not prevent the panel from proceeding, provided all evidence has been submitted.
- 2.9.3 The student or apprentice and the member of staff 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 the member of delivery staff
 - Require re-assessment of work by an alternative the member of delivery staff
- 2.9.4 The Appeal Panel should be formally recorded.
- 2.9.5 The decision of the appeal will be notified to the student or apprentice in writing within five working days of the Appeal Hearing.
- 2.9.6 Details of the Appeal and outcome will be recorded by Quality.

2.10 Stage 4 – Referral to Awarding Organisation

- 2.10.1 Where a student or apprentice is still dissatisfied with the outcome of the Appeals Panel, the student or apprentice may appeal to the Awarding Organisation.
- 2.10.2 A failed appeal does not prevent a student or apprentice from submitting a complaint through the College's Complaints Policy where appropriate.
- 2.11 A summary of appeals, outcomes and any identified themes will be recorded and reviewed to inform quality improvement activity.