

HE Student Assessment Appeals Policy

| | |
|----------------------|--|
| Author | HE Development Manager |
| Date | September 2021 |
| Person Responsible | Assistant Principal – Higher Education |
| Approval/review body | SLT |
| Frequency of Review* | 24 months |

** Policies will be reviewed more frequently if legal changes or good practice require*

| Review History: | | |
|-----------------|----------------------------|---|
| Date of review | Reviewed by | Reason for review |
| Aug 2015 | HE Development Manager | College name and logo change |
| July 2016 | AP Higher Education | Inclusion of external agencies and OIA guidance |
| Apr 2017 | AP Sport, Care & Computing | Change in Job Title |
| Sept 2021 | HE Officer/VP - EAS | Scheduled review |

Contents

| | |
|--|---|
| 1. Appeals by Students..... | 2 |
| 2. Appealing Against an Individual Assessment Decision..... | 2 |
| 3. Appealing Against an Assessment Board Decision | 2 |
| (University of Greenwich University of Kent, Canterbury Christ Church University Programmes)..... | |
| 4. Appealing Against an Assessment Board Decision (Non-University Programme Qualifications)..... | 3 |
| 4.1. Stage 1 – Informing Department Staff | 3 |
| 4.2. Stage 2 – Appeals Panel | 3 |
| 4.3. Stage 3 – Directing Concerns to External Sources | 7 |

1. Appeals by Students

This procedure applies specifically to those higher education students who undertake an examination or assessment that is within the control of North Kent College ("the College") with campuses based in Dartford, Gravesend, Tonbridge and Hadlow.

2. Appealing Against an Individual Assessment Decision

As part of the assessment procedure, students will be required to sign that they accept and understand their assessment outcomes/grades.

If a student believes that they have a justified grievance related to an individual assessment decision, they should **informally** make an enquiry regarding the decision to the assessor who undertook the assessment in the first instance within **five** working days of receiving their assessment decision. They should also write their concerns on their assignment front sheet.

The Assessor must consider the reasons and look again at the assessment. He or she must then give the student a response, which must be either:

- 2.1 confirmation in writing within the assignment front sheet, that the original assessment decision stands; or
- 2.2 a new decision with an explanation of the reason for the change in writing within the assignment front sheet.

If the student accepts the tutor's response, then the appeal stops at this point.

If the student is still unhappy with the decision, they are then deemed to be challenging academic judgement and they must refer to the complaints procedure as described in the College's complaints policy if they wish to take the matter further. The student is also eligible to appeal against the decision of the Assessment Board if they feel that there were procedural irregularities in the conduct of the assessment procedures of such a nature as to create a reasonable possibility that the result might have been different had they not occurred.

3. Appealing Against an Assessment Board Decision (University of Greenwich, University of Kent, Canterbury Christ Church University Programmes)

Students enrolled on University of Greenwich, University of Kent, Canterbury Christ Church University programmes that wish to make an appeal should follow the relevant university policy.

[Academic Appeals \(Taught Awards\) | Documents | University of Greenwich](#)

[Microsoft Word - Section 10 Guidance on Ac Appeals and Complaints 2015 clean.doc \(kent.ac.uk\)](#)

[Appeals and Complaints \(canterbury.ac.uk\)](#)

4. Appealing Against an Assessment Board Decision (Non-University Programme Qualifications)

If a student feels that they have a justified grievance regarding a **decision relating to progression or achievement** made at an assessment board, they must follow the **formal** procedure described below:

4.1. Stage 1 – Informing Higher Education Department

The student must write to the HE Office with details relating to their concerns within **ten** working days of the results being published.

The HE Department will reconsider the Assessment Board decision, taking the following into account:

- 4.1.1. the student's reason for appeal;
- 4.1.2. the student's evidence and associated records;
- 4.1.3. the original reason for the decision;
- 4.1.4. the opinion of the assessment board members.

The HE Office must then give the reconsidered decision, in writing, within **ten** working days of receiving the appeal, to both student and members of the Assessment Board. If a decision is to be amended, then the appeal will move to **Stage 2**.

The student must tell the HE Office and confirm in writing if they are still unhappy with the reconsidered assessment decision within **five** working days of receipt of the decision. If so, the appeal moves to **Stage 2**.

4.2. Stage 2 – Appeals Panel

If the HE Office feels that the initial decision made at the Assessment Board was incorrect, or if the student is dissatisfied with the decision after Stage 1, they have the right to go to an Appeals Panel. The HE Development Officer must send the following details to the Head of Curriculum

- 4.2.1. the written explanation and confirmation of the Assessment Board decision;
- 4.2.2. the Assessment Board record sheets; and
- 4.2.3. any written comments of the HE Development Officer (perhaps providing background details).

On receipt of the appeal, the Head of Curriculum will convene a College Appeals Panel to hear the appeal. The Appeals Panel will consist of the Head of Curriculum and a subject expert chosen by the Chair (internal or external to the College).

The student may speak to the Appeals Panel and may be accompanied by an adviser, and/or make a written submission. The Chair of the Assessment Board will be asked to attend the Appeals Panel to answer questions.

The Appeals Panel will then discuss the matter in private and reach a majority decision. All parties will then be informed of the decision.

The decision of the Appeals Panel is final, although students may appeal to the Awarding Body once the internal appeals decision has been completed. Set out below is a flow chart of the HE Student Appeals Process.

Assessment Board Decision Appeals Form

| | |
|---|---|
| Name of Student: | Programme Title: |
| Date of Assessment Board: | |
| Stage 1 | |
| Student's reason for appeal (please provide specific information): | |
| | |
| Student signature..... | Date..... |
| HE Development Officer signature..... | Date..... |
| Assessor decision based on Stage 1 procedure: | |
| | |
| Date letter of appeal received..... | Acknowledgement letter sent <input type="checkbox"/> |
| Copy of letter and stage 1 notes sent to: | Date: |
| HE Development Officer <input type="checkbox"/> | |
| Assessment Board Chair <input type="checkbox"/> | |
| Head of Curriculum <input type="checkbox"/> | |

Stage 2

Date of Stage 2 letter of appeal received:

Acknowledgement letter sent: ☐

Appeal Panel Date:

Chair of Appeals Panel:

Members of Appeals Panel:

Invitation to appeals panel sent: ☐

Outcome of Appeals Panel and comments:

Chair of Appeals Panel Signature..... Date.....

Outcome of Appeals Panel (Stage 2) sent to: Date:

Candidate ☐

Assessor ☐

Entered on Appeals Record Log ☐

Date Appeal Logged:

4.3. Stage 3 – Directing Concerns to External Sources

In the event that the College's internal appeals procedure has been completed and the student remains unsatisfied, he/she may wish to appeal to external organisations.

4.3.1 Pearson

For students on qualifications awarded by Pearson, any appeals have to be reported to and investigated by the College before a student may make a formal complaint to Pearson.

Where a learner considers the College's internal appeals process to have failed to produce a satisfactory outcome, students are advised to make an enquiry or appeal, in writing, to the Pearson Vocational Quality Standards team within 14 calendar days of being notified of the outcome of the College's internal appeals process. The team can be contacted on vocationalqualitystandards@pearson.com. Evidence of the College's appeal procedure having been utilised must be provided.

4.3.2 Office of the Independent Adjudicator for Higher Education ("OIA")

Once a formal appeal has been considered by the College and/or the university or awarding body and the appeals procedure has been exhausted, if the student feels that their appeal is still not resolved or that the outcome is unreasonable in relation to the evidence, then they are entitled to raise the matter for external and independent review by the OIA within 12 months of the issue of a Completion of Procedures letter by the College. Examples of issues that the OIA can investigate into are:

- 4.3.2.1 Any final decision of the College;
- 4.3.2.2 Maladministration;
- 4.3.2.3 Procedural irregularities;
- 4.3.2.4 Unfair practices; and/or
- 4.3.2.5 Disciplinary matters, including plagiarism.

However, the OIA will *not* investigate into 'academic judgment' (i.e. accuracy of an assessment grade awarded to a student).

Information on the process may be obtained directly from the OIA at www.oiahe.org.uk

Office of the Independent Adjudicator for Higher Education
57-75 Kings Road
Reading
Berkshire RG1 1LX

Tel: 0118 959 9813

Email: enquiries@oiahe.org.