

Assessment Appeals Procedure

In the absence of a procedure that is imposed by the validating Awarding Body then the procedure detailed below will apply.

Programme Manager/Assessor responsibilities

The Academic Appeals procedure will:

- Give students full opportunity to raise matters of proper concern without fear of disadvantage and in the knowledge that privacy and confidentiality will be respected
- Ensure that its procedures are fair and decisions are appropriate and have regard to any applicable law
- Ensure that student appeals are dealt with in a timely manner, using simple and transparent procedures
- Ensure that where a complaint or appeal is upheld, appropriate remedial action is implemented.

Informal Procedure

- Where a candidate feels that there is a reason to query an assessment he/she should approach the assessor to discuss the issue in the first instance.
- If the matter remains unresolved, the candidate may request a personal interview with the Internal Quality Assessor (IQA).
- If, after any action taken by the IQA, the candidate remains dissatisfied, he/she should proceed with the formal procedure.

Formal Procedure

- The candidate concerned should submit a written notice of appeal to the IQA within 10 days. On receipt of the appeals notice the IQA should immediately inform the Programme Manager and, within 14 days, convene and chair an appeals panel at a mutually convenient time. The panel should consist of three members none of whom was involved in the original assessment. The members of the panel are:
 - Appropriate manager as chairperson
 - A lead internal verifier

- The programme leader or if he/she was the original assessor then another member of staff with programme area knowledge who was also not the original assessor.

The candidate and the original assessor should be invited to attend. The candidate may be accompanied by another student, parent or carer for support. Non-attendance of the candidate should not invalidate the proceedings.

- The parties 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
- The chair will make a written record of the panel meeting and send a copy to Programme Manager and Principal.
- The outcome of the appeals panel must be formally reported to the candidate within one week and reported by the Chairperson to the next Academic Review management Group meeting.
- If the appeal has not been resolved to the satisfaction of the candidate under the procedures above, the Chairperson must inform the external examiner. The candidate must be informed of the action and the date of the external examiner's visit.
- Stanfords Training Ltd appeals procedure must be fully explained to candidates during induction and re-enforced with copies of the procedure in course/student handbooks
- If the candidate is still not satisfied he/she can take the matter further to the awarding body. The contact information for NCFE, AAT and Edexcel can be obtained from their website.

Policy Date: 09/08/23

Policy Review Date: 09/08/24

Signed:

