



Courses For You

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ACADEMIC APPEALS POLICY

EFFECTIVE DATE : 1 September 2020
REVIEWED BY : Centre Head
NEXT REVIEW : 1 September 2021
POLICY NUMBER : QA-5

Academic Appeals Policy

Purpose/Scope

- To enable the student to enquire, question or appeal against an assessment decision.
- To attempt to reach agreement between the student and the assessor at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness.
- To ensure that appeals are recorded, and documentation is retained for 18 months following the resolution of the appeal.
- Where appropriate the Head of Centre /Principal will facilitate the student's ultimate right of appeal to the awarding body, once the centre's appeal procedure is exhausted.
- To protect the interests of all students and the integrity of the qualification.

Definitions/Terminology

- **Appeal:** A request from a student to revisit an assessment decision, which s/he considers disadvantaging him/her.
- **Appeals Procedure:** A standard, time limited, sequenced and documented process for the centre and student to follow when an appeal is made.

Responsibilities

- **Student:** Responsible for initiating the appeals procedure, in the required format, within a defined time frame, when s/he has reason to question an assessment decision.
- **Assessor:** Responsible for providing clear achievement feedback to students. If assessment decisions are questioned, the assessor is responsible for processing the student's appeal within the agreed time.
- **Internal Verifier/Senior Management:** Responsible for judging whether assessment decisions are valid, fair and unbiased.
- **Head of Centre /Principal:** Responsible for submitting an appeal in writing, to the accrediting body if the student remains dissatisfied with the outcome of the centre's internal Appeals procedures.

Procedures

A staged Appeals policy and procedure has been developed by Course 4 U Ltd to ensure that they are consistent with awarding bodies requirements.

The students will be informed of the appeals policy and procedure during their Induction.

Appeals procedure stages:

Stage 1 INFORMAL:

Where a student is concerned about an assessment decision, they will consult with assessor within 7 working days, to discuss the issue. If the student and assessor are unable to resolve the problem, then the issues are documented by the assessor and agreed by the student before moving to stage 2.

Stage 2 REVIEW:

The assessor's line manager and/or Internal Verifier (IV) will review the assessment decisions. The student will be notified in writing of the findings of the review within 7 working days. If the student remains unhappy with the decision, they will then move to stage 3, Appeal.

Stage 3 APPEAL HEARING:

2 curriculum specialists of the committee will hear the Appeal within 14 working days of receiving the appeal. The committee will give the student their response the appeal: which is the last stage in the process within the Centre. If the case remains unresolved it will then move to stage 4, External Appeal.

Stage 4 EXTERNAL APPEAL:

The grounds for appeal and any supporting documentation will be submitted by the lead centre to within 14 days of the completion of Stage 3: The decision of the awarding body will be final.

Recording appeals:

Each stage of the process will be recorded, dated and show either agreement or disagreement with decisions at each stage. Documents will be kept for a minimum of 18 months.

Monitoring of appeals:

All Appeals will be monitored and reviewed by Principal or Head of Centre to inform development and quality improvement.