Student Academic Appeals Policy and Procedure

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1. Introduction

1.1 London South East Colleges (LSEC) aims to ensure that all assessments and assessment results are fair, consistent and based on valid judgement. However, it is recognised that there may be occasions when a student may wish to question a decision made. In order to deal with such situations, LSEC has established procedures for appeals which:

- Provide a means of reviewing and, where appropriate, revising decisions.
- Are fair to all parties involved.
- Are readily accessible and easy to use.
- Have realistic targets and time limits for each stage.
- Keep all interested parties informed of the process of review and appeal.
- Facilitate a student's ultimate right of appeal to the awarding organisation or the Office of the Independent Adjudicator (BTEC L4-7 only).

1.2 Students will be informed of the appeals procedure set out in this document through induction processes and specifically course handbooks. All paperwork relating to an appeal must be kept on file by the relevant Internal Quality Assurer (IQA) to be available for awarding organisation scrutiny.

1.3 Whilst LSEC will make every effort to honour the time scales given, there may be special circumstances beyond its control that prevent the time limits being met. However, the student will be advised of the reason for the delay and kept informed of the appeal's progress.

1.4 This policy can be temporarily superseded for a set time period by any central appeals procedure implemented nationally by JCQ or individual awarding organisations in response to the need for assessment and grading to be carried out in a different way to normal published methodologies. Students and their Parents/Guardians will be informed of any such changes.

2. Grounds for Appeal

Disagreement with an internal assessment/marking/grading decision

(**See section 3.2 for the procedure relating to externally assessed marking decisions)**

2.1 Internally Assessed Work

These procedures are based on the understanding that a student who wishes to appeal against an assessment/marking/grading decision will not do so until she/he has discussed the issue with the teacher/assessor involved, and it is expected that before the formal appeals procedure comes into force, every effort will have been made to settle any problems informally.

2.1.1 If you disagree with an assessment decision, it should in the first instance be raised with the assessor/lecturer who marked the work and who will provide further explanation to support the judgements made.

2.1.2 If you remain unhappy, you should resubmit the work to your assessor/teacher within 5 working days accompanied by brief written reasons for the disagreement. The

assessor/teacher will re-mark the work within a further 5 days and will inform the relevant Internal Quality Assurer. (**Stage 1).**

2.1.3 If you are not satisfied, the Internal Quality Assurer (IQA) will arrange to have the work re-assessed by a third party and should communicate the outcome to you within 5 working days. (**Stage 2)**

2.1.4 If you don't feel that the matter is resolved, the Internal Quality Assurer and Curriculum Manager will advise the relevant Director and Quality Assurance Manager. They will review the matter and will meet with you to inform you of the College's decision. If you remain dissatisfied, the Quality Assurance Manager will seek advice from the awarding organisation involved and forward the appeal to them. The matter then follows the appeals procedure of the awarding organisation, who will investigate, and the result will be communicated to you along with a final right of appeal to the relevant qualification regulator. (**Stage 3)**

2.1.5 An appeal will not be considered by an awarding organisation until all stages in the internal procedure above have been exhausted.

2.2 Enquiries about Results (EAR) and Appeals for Externally Assessed Examinations

2.2.1 EARs may be requested by the Exams Team, or by the student, if there are reasonable grounds for believing there has been an error in marking. The awarding organisation's fee is payable by the student or the College, depending on who has requested the EAR.

2.2.2 An appeal can only be lodged after the outcome of an EAR has been received. Appeals must be submitted within 14 calendar days of the notification of the outcome of the enquiry (20 days for British Computer Society qualifications). There is a specific staged appeals procedure which relates to external assessment appeals and which is contained in full within the College Examination Policy. The Exams Team should be contacted for further information.

3. Appendix 1 – Appeals Forms

STUDENT APPEAL FORM – INTERNALLY ASSESSED WORK

STAGE ONE – Sections 1 and 2

SECTION 1: Details of Claim (To be completed by the student)
Submitted by: ……Course: ……. Details:

Signed: …… Date: ……

SECTION 2: Assessor's Response

Signed: …… Date: ……

STAGE TWO – Sections 3 and 4
To be completed by the student

SECTION 3: Appeal against Assessor's Response

Signed: …… Date: ……

SECTION 4: Internal Verifier's Response

Signed: …… Date: ……

STAGE THREE – Sections 5 and 6
To be completed by the student

SECTION 5: Appeal against Internal Verifier's Response
Submitted by: ……Course: ……. Details:

Signed: …… Date: ……

SECTION 6: Director and Head of Quality Assurance Response

Signed: …… Date: ……