

1. The Purpose of the Procedure

To ensure that learners and stakeholders are aware of how to make an appeal against an assignment grade.

The Internal Assessment Appeals Procedure has been set in response to the requirements of a range of Examination and Awarding Bodies.

- All learners need to be made aware of their right to appeal. Programme Managers and Internal Verifiers will be responsible for making sure that this takes place.
- It is expected that the majority of situations will not progress past stage 1.
- Whilst there is no stated requirement to document an appeal before stage 2, staff are advised to note/record any discussions, with individual learners, contesting the assessment of their work.
- Should the need arise it will be the responsibility of either the Programme Manager or the Internal Verifier, in consultation with the Vice Principal, to convene the appeals panel and to inform the External Verifier if necessary.
- The documentation relating to the appeal will be securely kept by the Head of Learning and shown only to the External Verifier/Moderator if necessary.

2. Related Documents

The Complaints Procedure will be promoted via the College Charter (available on the College Website (www.chesterfield.ac.uk))

Other relevant documentation includes; Equality Policy, Complaints Procedure Assessment Policy/Guidelines and Learner Services Policy.

3. Monitoring and Review

This procedure will be reviewed every 2 years in light of the appeals cases brought forward.

THE PROCEDURE

Assessments are carefully carried out and the results discussed with students.

If, however, you have any reason to disagree with the way in which your assessment on a unit of competence or assignment has been marked, you have the right to appeal.

The Appeals Procedure is a two part process designed to give all parties an opportunity to reflect and review the situation.

Informal Procedure

First Stage

First discuss your concerns with the lecturer or assessor who assessed your work and normally this should satisfy your concerns.

If however it does not satisfy your concerns then:

Second Stage

You should contact the Internal Verifier/Programme Manager and express your concerns. Should you still be concerned that your work has not been fairly assessed then you should proceed by appealing through the Formal Appeals Procedure.

Formal Procedure

The Formal Procedure requires you to put your concerns in writing and may involve the Internal Verifier and/or the Head of Learning and/or the Programme Manager, if he or she is not the lecturer/assessor who assessed your work.

NB: You may wish to see one of the College Counsellors or your Pastoral Tutor for support at this stage.

You must submit the piece of work in question with the Appeals Form.

The Programme Manager/or Head of Learning/or Internal Verifier will talk to the assessor and yourself, within 5 working days of your appeal being lodged, to attempt to find a solution.

Second Stage - Appeals

If the matter is not resolved at this first stage, an appeals panel will meet within 20 working days of your appeal being lodged.

(If required the Programme Manager or the Head of Learning or Internal Verifier, as appropriate, will report to the External Verifier/Moderator that an appeal has been made.)

The appeals panel will be made up of at least three of the following:

- The Head of Learning
- Programme Manager
- A Student Services Representative
- A relevant cross college manager
- A registered Learner of your choice from this College who is not part of your Class/Group.

The panel may wish to call in an independent witness with the agreement of the Learner and the lecturer/assessor concerned (a registered learner, who is not part of your Class/Group).

No one involved in the original assessment will be on the panel.

The panel will require full written accounts from both parties involved in the assessment and their presence for verbal accounts at the hearing. The original item of work must also be made available.

A final decision will be made by the panel and you and the member of staff will be immediately informed of this in writing, as will the External Verifier/Moderator, if required.

NB: (If you think this College has not conducted the appeal in the agreed way, you can complain first to the College, via your Director of Engagement and Learner Services, and, if dissatisfied with the response, to the Examining/Industrial Body/Awarding Body concerned. They may investigate the complaint and take the action they feel appropriate).

LEARNER ASSESSMENT APPEALS FORM

Please complete all of Part 1 and hand in to either your Internal Verifier, Programme Manager or Head of Department within 5 working days of your complaint to the lecturer/assessor who has assessed your work.

PART 1 (to be completed by learner who is appealing)

Learner Name _____ Date ____/____/____

Directorate _____

Programme/NVQ _____ Group _____

ASSESSMENT INFORMATION

Title of Module/Unit/Assignment being assessed:

Staff Assessing _____

Room: _____ Time: _____ (if appropriate)

Official deadline date: ____/____/____

Date submitted by you ____/____/____

Date practical assessment took place ____/____/____

Please tick circle of assessment: Written Oral Practical

If practical please complete the next 2 items (as appropriate).

(a) Type of work being undertaken: _____

(b) Name of any clients/customers/workplace involved

Please state your reasons for appealing (a factual account is required to support your claim).

Signature: _____

Should you need more space to add further information please attach a supplementary sheet.

PART 2 To be completed

Date received: ____/____/____ Receiving Signatory _____

Solution found at formal procedure (stage 1) YES/NO

If NO: Appeal hearing date ____/____/____ Room _____ Time _____

Appeal Panel Members: _____

Result of Appeal

Signature of Appeal Chair: _____

Date of Appeal Meeting: ____/____/____

Notes of Appeal Panel Meeting