

## **Academic Appeals Policy**

### **1. Policy Statement**

It is the policy of South and City Birmingham College to develop and maintain assessment procedures that are fair, reliable and open to scrutiny.

The College operates a rigorous system of internal verification and quality assurance to guarantee fair assessment that complies with awarding body requirements. It is recognised, however, that there could be exceptional circumstances when individual students or groups may wish to appeal against recommendations or decisions relating to assessment. The following appeals procedure outlines the action that may be taken in such circumstances.

In all cases the College's academic appeal process supports and supplements the appeal process for all awarding organisations including Higher Education Institutions. Should a student be dissatisfied with the outcome of the appeal, students may wish to appeal directly to the awarding organisation or relevant Higher Education Institution. The student may request support from their IQA and/or Quality Nominee in order to access and understand the awarding organisation's Appeals process. Likewise, College managers are also available to provide similar support for Appeals related to University validated programmes.

### **2. Scope of Policy and Procedure**

- 2.1 Any student who believes that a piece of work submitted for assessment has been assessed unfairly, inconsistently or not in accordance with the standards and level required by the awarding body, shall have the right to appeal against the assessment mark, grade or final outcome.
- 2.2 In the first instance any concerns should be discussed with the student's teacher (tutor/assessor) or Curriculum manager. While it is recognised that in most circumstances student queries relating to assessment can and will be resolved informally, the formal appeals procedure is available to support students in their appeal.
- 2.3 If a student needs help in making an appeal, this can be obtained by contacting their personal tutor or a member of the Quality team. (is there a role for student services)
- 2.4 It is the responsibility of students to inform the College if they are not satisfied with the grading of any piece of work. The College Appeals Policy and Procedure enables students to make a formal appeal against a recommendation or decision relating to:
- (i) The mark or grade given to a piece of work that is assessed.
  - (ii) The result of an individual course
  - (iii) Entitlement to an award

*Note 1 throughout this document a piece of work shall refer to an assessment decision made by a member of the College staff.*

### **3. Grounds for Appeal**

- 3.1 A student may appeal against an assessment decision if he/she believes that the decision is unfair or unreasonable. Normally an appeal can be made on any one of the following grounds:
- i Relevant assessment criteria have been met but not acknowledged.
  - ii The assessments were not conducted in accordance with the awarding body's regulations.
  - iii Assessment procedures, including examinations, were not conducted fairly.
  - iv The IQA was presented with incorrect or inaccurate assessment information.
  - v There were medical or other extenuating circumstances of which the relevant course manager was unaware when assessment decisions were being made.
  - vi There was unfairness or impropriety on the part of one or more of the assessors/examiners.
  - vii The student was unjustifiably excluded from an examination or an assessment opportunity.
- 3.2 For appeals related to externally assessed work or examinations, the student must appeal directly to the relevant awarding body.
- 3.3 It is the responsibility of the student to notify the course manager in writing of any extenuating circumstances which may be adversely affecting the student's performance. Normally, this should be done before the assessment process takes place.

#### **4. Appeals Procedure**

4.1 The procedure for appeals is detailed on page 4 of this document.

#### **5. Awarding Body Rules and Regulations**

5.1 The relevant awarding body's appeals procedure will be invoked where:

- (i) The issue cannot be resolved internally.
- (ii) The appeal is in relation to an examination.

## South and City Birmingham College Procedure for Academic Appeals

Stage		Student Action	To Whom	College Action	Timeframe
1. <b>Informal</b>	Appeal referred to and resolved by the assessor/tutor	Student to discuss with assessor/tutor within 5 working days of receipt of assessment decision	Assessor/tutor	Assessor to discuss and seek to resolve	2 working days
2. <b>Informal</b>	Appeal referred to and resolved by the IQA. (Internal Quality Assurer)	Student appeal to IQA within 5 working days	IQA	IQA to have piece of work reviewed by member of staff with no previous involvement in the assessment decision under appeal.	5 working days
3. <b>Formal</b>	Appeal to be referred to the Faculty Head to be resolved by Head of School for the curriculum area.	Student to appeal to the relevant Curriculum manager within 5 working days of the above decision. To begin stage 3 the student must complete the appropriate form (p.6 of this policy)	Curriculum manager	Curriculum manager to investigate assessment decision and review with curriculum area IQA. IQA will check that assessment fully meets awarding body requirements	5 working days in 2 writing

<p><b>4. Formal</b></p>	<p>Appeal referred to Head of Quality</p>	<p>Student appeals in writing to Head of Faculty, Head/Director of Quality if they feel the decision is unfair at Stage 3 and there is likelihood of a major impact on the student's future, e.g., main qualification not awarded on completion of fulltime course</p>	<p>Directorate</p>	<p>Assessment decision investigated by Head of Faculty, Quality (information obtained from appropriate IQA and Curriculum manager). A decision will then be taken based on the evidence. SLT will be notified of the investigation and outcome.</p>	<p>5 working days</p>
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- 1 If the student feels that he/she cannot approach the assessor/tutor he/she may choose to discuss the matter with a personal tutor or another member of staff
- 2 The time frames are provided as guidance. It may be necessary to seek the advice of the relevant awarding body and a response to resolve the appeal may take longer.

*This policy cross-references with all other Quality policies*

**South and City Birmingham College  
Academic Appeal Against Internal  
Grading / Assessment Decision**

<b>Name</b>
<b>Address</b>
<b>Course</b>
<b>Nature of Appeal</b>
<b>Please state which category from 3.1 of the policy you are bringing this appeal</b>
<b>In your own words please explain the reason of the appeal</b>
<b>Signature</b>
<b>Date</b>
<i>Please give this form to the Faculty Administration Manager of your area and send a copy to Quality</i>
<b>Please keep a copy of this form</b>

## Date for Review

September 2016

Version	Date	Description of changes made	Changed by:
1	Feb 2019	Updated	Juliette Harrison