Academic Appeals Policy and Procedure

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Academic Appeals Policy and Procedure

This policy relates to appeals made against academic assessment decisions. An appeal must be received within 2 weeks of the publication of the final results. The College would normally aim to resolve an academic appeal within 4 weeks of receipt of the form or otherwise inform learner of any possible delay.

- To begin with, if a learner is unhappy about a mark or grade awarded then s/he should speak to the lecturer in the first instance and ask for further clarification of the assessment decision. The lecturer will provide this clarification using the assessment criteria for the assignment.

- No appeal can be made against the academic judgement of the lecturer in awarding the mark or grade.

- If the learner believes there has been maladministration of the assessment process, resulting in an unfair assessment, s/he should appeal in writing to the internal verifier and/or programme/course leader. The name of the internal verifier will be in the Programme Handbook or can also be reconfirmed with the Admin/Academic Office. This statement must make clear the grounds for the appeal and the nature of the alleged maladministration.

- There will be a full investigation of the alleged maladministration and this has to be dealt with no later than 2 weeks. Subsequently, the appeal may be:

    - dismissed; or
    - upheld and this may require the assignment to be re-submitted and/or re- assessed; or
    - upheld and require a new assignment to be set where it would be inappropriate to re-submit and/or re-assess the original assignment.

- A student who feels strongly that, despite the above procedures and related assessment procedures, his/her work has been unfairly assessed, may submit a written complaint/appeal to the Head of Academics setting out in detail, the nature of their discontent and the remedy they seek. This must be done immediately and no later than 1 week. The Head of Academics will then;

    - Aim to deal with the appeal/complaint within 2 weeks of the appeal submitted
    - Will review the processes carried out by the Assessor and Internal Verifier to reach to the grade awarded and discuss the matter with them if necessary
    - If applicable, will review the processes carried out by the individual dealing with the appeal previously to determine the outcome.
    - Specifically, look at matters related to procedures to be followed, fairness and issues related to lack of objectivity in the entire processes already followed.

Subsequently, the appeal may be; o dismissed; or

    - upheld and this may require the assignment to be re-submitted and/or re- assessed; or
    - upheld and require a new assignment to be set where it would be inappropriate to re-submit and/or re-assess the original assignment.

- If the learner is not satisfied with the decision, s/he may appeal to the Principal. This must also be done within 1 week of the outcome received by the Head of Academics. The Principal will investigate the circumstances of the appeal and may:

    - dismiss the appeal; or
    - uphold the appeal and require the assignment to be re-submitted and/or re-assessed; or
    - uphold the appeal and require a new assignment to be set where it would be inappropriate to re-submit and/or re-assess the original assignment.

- The Principal's decision will be final.

- If the learner is unhappy with the outcome of the college's internal appeals procedure detailed above, s/he should may contact the OIAHE (Office of Independent Adjudicator for Higher Education) or follow the appeals procedure laid down by the relevant awarding organisation. More details of the appeal process with the awarding organisation can be found contacting the Admin Office at the College.

Please note that the above process does not cover general complaints regarding the programme, conduct of staff or services provided by the College. For this a separate Complaints Policy exists and has been included in induction pack.