

College Policy Paper



Policy name:	Academic Appeals Policy
Approval date of Current Version:	25 th November 2024

1.	Purpose:	<ol style="list-style-type: none"> 1. To enable the learner to enquire, question or appeal against an assessment or IQA decision. 2. To attempt to reach agreement between the learner and the assessor and/or IQA at the earliest opportunity. 3. To standardise and record any appeal to ensure openness and fairness. 4. To enable learners to enquire about, question or appeal against centre decisions relating to access arrangements and special consideration. 5. To facilitate a learner's ultimate right of appeal to the awarding body and the Office of the Independent Adjudicator (e.g. BTEC Level 4 to Level 7), where appropriate. 6. To protect the interests of all learners and the integrity of the qualification.
2.	Policy:	<p>Highlands College will:</p> <ol style="list-style-type: none"> 1. Inform the learner at induction, of the Appeals Policy and procedure. 2. Record, track and validate any appeal. 3. Forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage him/her after the internal appeals process has been exhausted. 4. Keep appeals records for inspection by the awarding body for a minimum of 18 months. 5. Have a staged appeals procedure. 6. Take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results. 7. Monitor appeals to inform quality improvement.
3.	Scope:	All qualifications with assessment and certification.
4.	Operational arrangements:	
4.1	Responsibilities	
4.1.1	The college:	<ul style="list-style-type: none"> • Will make the Appeals Policy available to students through the college website.

4.1.2	Course Coordinators:	<ul style="list-style-type: none"> • Will include the Appeals Policy in course handbooks and inform students of the process at induction. • Will inform the Head of Department and Registry of any appeals.
4.1.3	Heads of Department:	<ul style="list-style-type: none"> • Will monitor individual appeals to ensure any lessons learned are fed back to help improve a course and the department.
4.1.4	Registry	<ul style="list-style-type: none"> • Will log and maintain records of any academic appeals for a minimum period of 18 months from the end of the academic year or as required by the awarding organisation. • Inform students of awarding organisations' post-result and appeals processes and facilitate these, where appropriate, on the students' behalf. • Will manage the academic appeals process, record outcomes and liaise with awarding organisations to ensure the integrity of the process and qualification, to protect individual students and to protect the interests of other learners should an appeal be substantiated. • Will monitor appeals to improve quality across the college.
5.	Process:	
5.1	Stage One: Informal	<ul style="list-style-type: none"> • The learner consults with the assessor to discuss the assessment decision within a period of five working days following the assessment decision. • If unresolved, the issues are documented before moving to Stage Two.
5.2	Stage Two: Formal	<ul style="list-style-type: none"> • Review of assessment decisions by the internal verifier within five working days of the concern being raised, and the learner is notified of the outcome in writing. • The learner agrees or disagrees, in writing, with the outcome within a period of five working days. • If unresolved, move to Stage Three.
5.3	Stage Three: Appeal Hearing	<ul style="list-style-type: none"> • A senior member of staff will hear the appeal within a period of ten working days. • The panel will also include a member of Registry staff and the Head of Department concerned. • The student can be supported by a friend or parent at the Appeal Hearing.

5.4	Stage Four: Appeal to Awarding Organisation	<ul style="list-style-type: none"> • Appeals to awarding organisations will be based on their learner academic appeals policies and a fee may be levied. • The grounds for appeal and any supporting documentation must be submitted by the college to the awarding organisation within ten working days of the completion of Stage Three. • Registry will record appeals: each stage will be recorded, dated and show either agreement or disagreement with the decision and reasons related to this. • Appeals outcomes will be communicated to the student in a timely manner in accordance with the respective awarding organisations' policies, and such communication is to be monitored by the college's Registry Department. • Any appeal can only be considered where it can be identified that the marking and internal quality assurance processes have not been followed or where it can be evidenced that the marking has not conformed to the grading criteria. • Documents must be kept for a minimum of 18 months. <p>NB: If a learner appeals against a centre decision relating to access arrangements decisions, post-results appeals or special consideration, the same staged process as above will apply.</p>
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Produced by:	Registry	
Approved by:	Policy Subcommittee	
Approval date:	4 th June 2021	Originally approved Reviewed by Quality and Compliance Manager (FE) (references to Summer 2021 awarding arrangements removed).
Review dates:	1 st July 2022	Reviewed by Quality and Compliance Manager (FE) 1 st July 2022 (references to Summer 2021 awarding arrangements removed).
	19 th October 2022	Revised by Quality and Compliance Manager (FE) to include appeals re. IQA decisions, post-results services and appeals, and centre

		decisions re. access arrangements and special consideration.
	12 th September 2023	Reviewed by Quality and Compliance Manager (FE), no revisions required
	17 th May 2024	Reviewed by Associate Director, Governance and Compliance
	25 th November 2024	Reviewed by Quality and Compliance Manager (FE), revised to include timely communication of appeal outcomes to student. Approved by Associate Principal – Governance and Compliance
Supporting Documentation	Awarding Organisation qualification specifications e.g. https://qualifications.pearson.com/en/subjects.html Awarding Organisation Academic Appeals Policies, e.g. https://qualifications.pearson.com/content/dam/pdf/Support/policies-for-centres-learners-and-employees/End-point-assessment-enquiries-and-appeals-policy.pdf	
Supersedes:	Academic Appeals 20240517	
Next Review due:	November 2025	
To be reviewed by:	Quality and Compliance Manager (FE) and Registry	