

APPEALS PROCEDURE

FOR DISPUTED OUTCOMES OF ASSESSMENT AND GRADING OF INTERNALLY AND EXTERNALLY ASSESSED WORK

Purpose

To provide an effective and transparent system for dealing with disputed outcomes of assessment and grading across **all programmes** offered by Brockenhurst College.

There are two levels at which the learner may appeal.

- 1 The internal College Appeals Procedure which will be overseen by the Assistant Principal (Learning and Quality).
- 2 The external process for Awarding Organisations to which all learners will have access and will be co-ordinated by the Examinations Office.

The procedure covers

- Appeal against Internal assessment decisions
- Appeal against external assessment decisions
- Appeal against examination results/grade

COLLEGE APPEALS PROCEDURE

This is accessible to all learners via course handbooks and the College Intranet

Appeal against Internal Assessment Decisions

If a learner wishes to appeal against an assessment decision then the following actions must be undertaken

1. The learner should speak to the assessor and discuss his/her disagreement with the assessment decision(s). This should be within 5 working days after receiving the assessment decision.
 2. If an agreement cannot be reached, then the learner should contact the Internal Quality Assessor for the programme and present his/her view of the assessment decision(s). The Internal Quality Assessor will make a written record of the conversations and any decisions made. The IQA refers back to the Head of the Curriculum area. All records will be stored within the department and a copy sent to the Assistant Principal (Learning and Quality). It will then be the decision of the Internal Quality Assessor whether the work is re-assessed by another assessor, or if the original assessment decision stands. All decisions will be communicated by the Internal Quality Assessor to the learner within 5 working days.
 3. If an agreement cannot be reached, the learner should complete the attached form and submit it to the ASSISTANT PRINCIPAL (LEARNING AND QUALITY) within 5 working days of the assessment decision.
 4. The ASSISTANT PRINCIPAL (LEARNING AND QUALITY) will acknowledge receipt of the appeal to the Internal Quality Assessor, assessor and learner within 3 working days.
 5. The ASSISTANT PRINCIPAL (LEARNING AND QUALITY) will contact the learner with the outcome within 10 working days from the receipt of the appeal.
 6. If the learner is not satisfied with the outcome s/he can then appeal to the Awarding Organisation through the Examinations Office.
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Appeal against External Assessment Decisions

A request for a re-mark of coursework can only be lodged for the whole cohort of learners and not for individuals which is why any request for a re-mark must be made in conjunction with the Head of Curriculum.

The Head of Curriculum will then decide if a whole cohort remark is warranted. This has to be an informed decision as cohort marks can be taken down.

Appeal against Examination Results/Grades

If a learner wishes to appeal against an exam grade, the guidelines in the Brockenhurst College “What to do following receipt of Examinations Results” booklet must be followed. These guidelines are issued to every student with their results.

Note – in the case of HE provision, the appeals procedures of the validating body will also apply.

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Please complete this form and return it to the ASSISTANT PRINCIPAL (LEARNING AND QUALITY) (via Reception) as directed below

The learner is to complete the non-shaded sections only

Name		
Email address		Contact Telephone Number
Contact Number		
Course Title (including year)		
Title of Assessed work which is in dispute		
Name of Assessor	Name of Internal Quality Assessor	
Actions taken so far		
Any other comments		
Learner's signature	Date	
Feedback from ASSISTANT PRINCIPAL (LEARNING AND QUALITY)		
ASSISTANT PRINCIPAL (LEARNING AND QUALITY)'s signature	Date	
Any further action taken		
ASSISTANT PRINCIPAL (LEARNING AND QUALITY)'s signature	Date	

External Assessment Decisions/Feedback
