



## Academic Appeals Procedure

### COVID-19

Exceptional arrangements put in place by the Department for Education (DfE), Ofqual and Joint Council for Qualifications (JCQ) and the awarding organisations as a result of the coronavirus pandemic will be strictly adhered to as and when required. Due to the fluid nature of the situation the usual policies will remain in place and new guidelines implemented to ensure compliance as and when required using Ofqual, DfE and JCQ guidance.

*In the case of a learner raising more than 1 issue then the College will be flexible in their approach and will take all factors into account.*

All appeals will be treated fairly, without prejudice and will be suitable for individual needs. Appellants may appoint a representative to work on their behalf or support them through this process. If a learner has concerns over making an appeal they should address these to the Assistant Principal, Learning and Quality in the first instance. All appeals will be treated with sensitivity and be kept confidential.

The College's expectation is that learners and their representatives and/or support and staff members should act reasonably and fairly towards each other, demonstrate respect for each other and the processes that are in place. The College has a responsibility to protect its staff against unacceptable behaviour.

### **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. This will apply to learners who have been registered for a qualification through the 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 Learning and Quality Team

This procedure covers

- Appeal against internal/centre assessment decisions
- Appeal against external assessment decisions
- Appeal against examination results/grade



## Appeal against Internal Assessment Decisions

**The College MUST inform candidates of their centre assessed marks as the candidate is allowed to request a review of the centre's marking BEFORE MARKS ARE SUBMITTED TO THE AWARDING ORGANISATION.** If a learner wishes to appeal against an assessment decision, then the following actions must be taken.

1. The learner should speak to the teacher/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 Head of Curriculum Internal Quality Assessor/Moderator for the programme and present his/her view of the assessment decision(s). The Head of Curriculum may defer to Internal Quality Assessor(IQA)/Moderator will make a written record of the conversations and any decisions made. The IQA/Moderator 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 Head of Curriculum and Internal Quality Assessor/Moderator 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/Moderator 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/Moderator, assessor and learner within 3 working days.
5. The ASSISTANT PRINCIPAL (LEARNING AND QUALITY) will contact the learner with the outcome within 5 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.

## 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 (HoC).

The HoC will then decide if a whole cohort remark is warranted. This has to be an informed decision as cohort marks can be reduced which will affect all of the relevant learners.

## Appeal against Examination Results/Grades

If a learner wishes to appeal against an exam grade, the guidelines can be found on ebrock. These guidelines are available to every learner.

## Review of Marking Request

If a learner wishes to have their marks reviewed then details of the process can be found on eBrock. It must be noted that a learner can only have their grades reviewed through the College and cannot contact the AO direct.



**First Aid Industry Body (FAIB) - First Aid** – for learners on this qualification it must be noted that the final arbiter is FAIB in all instances.

Note – in the case of HE provision all of the above processes will apply and the College will work in conjunction with the University of Chichester's own policies.

At the end of each academic year all appeals will be reviewed. This will enable the College to implement any developments and/or changes as required.

**For disputed outcomes of an appeal other than assessment and grading activities please see each relevant policy**