



# **Assessment Appeals & Grievance Procedures**

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## Section One: What to expect

### Assessment is important

Assessment is a very important aspect of your learning. It helps you and your teachers to identify what has been learnt successfully and to plan what should be the next steps. All students are entitled to participate in assessment procedures and processes, which are both fair and relevant.

#### 1.1 What you should know before being assessed

- Information about how you will be assessed, in order to complete your course successfully and gain your qualification, should be available in pre-course guidance; in induction activities; in your programme handbook or information sheet; and during the planning for each assessment.
- The entry criteria for each programme will be clearly set out and your skills and experiences will be measured against these criteria in order to ensure fair access.
- You will be given full details of the additional costs of assessment in the form of registration or exam fees or other hidden charges. This information will be available at registration.
- All students are entitled to initial guidance and assessment during induction. Where appropriate your prior learning and/or experience will be assessed at this stage. You should understand the processes of diagnostic assessments required of you.
- The needs of each individual will be assessed in order to provide the support necessary for successful completion, and any learning difficulties will be taken into account. If initial assessment suggests a mismatch between your skills and those of your chosen programme, a suitable transfer will be sought.
- You should be given information about the content of your syllabus and/or the specifications/national standards upon which successful outcomes are based.
- You should understand what is required of you in every assessment given (this will often take the form of an assignment front sheet).
- You should be informed of the marking and grading criteria.
- You should be set clear deadlines and know what penalties may be used when those deadlines are missed.

- You should know when your work will be returned, when your assessment result will be given and how your progress will be reviewed.
- You can expect your achievements to be reviewed and recorded in order to help you organise your learning and to act as an ongoing record. The parents or guardians of full time 16-19 year students can also expect reports home and the opportunity to attend parents' evening at least once a year.
- If you have particular need, you will be told of and understand any special conditions relating to written or practical examinations or coursework.
- Your assessors will be trained and qualified to assess the specific qualifications you are taking.
- Your assessed work will usually be moderated or verified, to ensure that examination board/awarding body standards are being met.
- You should know how to appeal against an assessment decision if you feel that it is unfair.
- You will be given details about how to claim your accreditation, including how to claim credit accumulation if this is relevant.
- Your experiences and perceptions of the assessment process should be sought by staff as they follow college quality assurance systems.

## 1.2 Understanding an Appeal

Students may have different reasons for being concerned about an assessment, but usually these will fall into two categories.

- (i) You feel that the mark or grade does not fairly represent your actual achievement. In this case you can APPEAL against your mark.
- (ii) You consider that you did not perform as well in the assessment as you might have done for reasons that are not your fault. In this case, you will have a GRIEVANCE.

## Section Two: The Appeals Procedure

### 2.1 An error has been made

- (i) If you suspect that there has been an error in calculating or recording your internal mark, inform your teacher immediately. This can usually be sorted out straightaway.
- (ii) If the error has been made by an external examiner, the marks will need to be checked by the Board. All examining boards have their own appeals procedure and full details of these are available from the Examination Officer. Normally you will have to pay a fee to the Board, which may be refunded if an error has been made.

### 2.2. Academic Judgement

- (i) If you feel that your final mark or grade for an external examination is not a fair award, then you can appeal to the relevant Examining Board. This must be done through the Examination Officer and a fee will be payable to the Board. You will be offered a 'remark' and you can often opt for different levels of report for varying fees.
- (ii) If you feel that an internal assessment is unfair, you should follow the internal appeals process outlined below.

### 2.3. The Internal Appeals Process

#### (i) Stage One

Discuss your concerns with the person who assessed you as soon as possible after receiving the decision (or within five working days of receiving the decision)

The assessor will:

- Either (a) amend your mark/grade/result in the records
- Or (b) re-affirm the original result, giving you a clear explanation.

If you are satisfied with this, your appeal is finished. If not, go on to Stage Two.

#### (ii) Stage Two

Ask one of your teachers or someone in Information+ for an Appeals Form, complete it and send it to the moderator or internal verifier for your programme area within 20 working days.

Your programme team will then jointly reconsider the assessment decision. The team will consider:

- a) Your assessment material in relation to your other work
- b) Why your assessor feels the grade is justified/assessment decision

- c) Why you feel that it is not justified
- d) The academic judgement of another assessor from the same or similar curriculum area.

The team should give you a clear written explanation of its decision within ten working days of receiving your Appeals Form. Records of the meeting will be maintained by the lead moderator/internal verifier.

If you are not satisfied with this decision, you must proceed to the next stage:

**(iii) Stage Three**

You should take your completed Appeals/Grievance form, together with all relevant work and records, to the Head of Faculty.

An Appeals Panel will be set up which consists of the Programme Moderator/Internal Verifier; a subject/vocational specialist (ideally one who has not been involved so far); and the Head of Faculty.

The Appeals Panel may wish to interview you and you may bring a friend or your parent/guardian, if relevant.

The final decision of the Appeals Panel will be given to you within fifteen working days. If you are still unhappy, you have the right to appeal to the programme external moderator or verifier and ultimately to the Examining Board. For details of addresses and support with writing an appeal, you should contact Information+.

The outcome of an appeal will be one of the following:

- i) The original mark/grade/assessment decision is confirmed
- ii) The original mark/grade is increased
- iii) The original mark/grade is reduced

## **Section Three: The Grievance Procedure**

A grievance can be lodged if you feel that you have not achieved as well as you should have done for reasons which were not your fault. A grievance may be made by an 'individual' or by a 'group'

### **3.1 Extenuating Circumstances**

You may feel that the assessor has not attached sufficient importance to factors which may have affected your performance e.g. sickness, family bereavement.

### **3.2. Departure from the Regulations**

You may feel that the regulations approved for the conduct of an examination or assessment were not adhered to. It might be that you were not given sufficient time, or that you were treated unfairly compared to the rest of the group.

### **3.3. Insufficient Preparation**

You may feel that clear grading criteria or assessment information has not been provided, or that there were inaccuracies in learning materials which related to the curriculum content of all or part of the assessment.

### **3.4 The Internal Grievance Procedure**

#### **(i) Stage One**

Talk to your tutor or the programme leader. It may be possible to provide a re-assessment without further action being taken.

If you are not satisfied with the results of this discussion, proceed to Stage Two.

#### **(ii) Stage Two**

Complete the Appeals Form, available from one of your teachers or Information+. If this is a 'group' grievance, then all those involved should sign an attached piece of paper. The completed form should be sent to your programme's Head of Curriculum. A meeting will be convened between the Head of Curriculum, Lead IV and a representative of the relevant teaching team. You will be interviewed as part of that meeting, as will the staff member involved. You may bring a friend or parent or guardian.

A decision will be made within fifteen working days of receiving the Appeals Form.

The outcome of your appeal will be one of the following:

- a) 'No further action' (i.e. grievance is NOT upheld)
- b) The right to immediate reassessment by the same or a different assessor
- c) The right of referral to the next assessment opportunity with or without additional fees.
- d) The right to have assessment fees, course fees, or both reimbursed
- e) The right to free additional tuition



## **Section Four: FINAL APPEAL**

- (i) If you are unhappy with the result of your appeal or grievance, you may complain to the Principal. Your letter should be addressed to:

The Principal  
Accrington & Rossendale College  
Broad Oak Centre  
Broad Oak Road  
Accrington  
BB5 2AW

- (ii) If you are still not satisfied you may complain to the external awarding or validating body, or to the appropriate Funding Council.



**APPEALS AND GRIEVANCE FORM**

**SECTION A Personal Details**

1. Name: \_\_\_\_\_

2. Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Post Code: \_\_\_\_\_

3. Student Number: \_\_\_\_\_

4. Programme Title: \_\_\_\_\_

5. Personal Tutor/LDM: \_\_\_\_\_  
(if relevant)

**SECTION B Nature of Appeal or Grievance**

6. Title or description of assignment/task: \_\_\_\_\_ Assessment Decision: \_\_\_\_\_  
Grade awarded: \_\_\_\_\_ Name of Assessor: \_\_\_\_\_

7. Please tick the box which describes the nature of your appeal

- ◆ The mark/grade is too low
- ◆ The regulations were not adhered to
- ◆ Clear information about the assessment was not given
- ◆ Your personal circumstances were not taken into account
- ◆ Other (please state)

Please add any other comments you wish to make

**SECTION C Action Taken**

**Stage One**

Have you discussed this informally with your teacher/tutor?  Yes  No

Are you still dissatisfied?  Yes  No

**SECTION C (Continued)**

**Stage Two** To be completed by Moderator/Verifier for Programme

Date received by Programme Assessment Team: \_\_\_\_\_

Action taken and reasons for decision

Date decision given to learner: \_\_\_\_\_

Signed (Verifier/Moderator) \_\_\_\_\_ Date: \_\_\_\_\_

Signed (Head of Faculty) \_\_\_\_\_ Date: \_\_\_\_\_

Signed (Director of Quality and Standards) \_\_\_\_\_ Date: \_\_\_\_\_

**Stage Three** To be completed by Head of Faculty

Date received by Head of Faculty: \_\_\_\_\_ Fee Received (if relevant) \_\_\_\_\_

**Date of Assessment Panel Meeting:** \_\_\_\_\_

Outcome of final appeal, with reasons

**Adjustment to fees (if required) :** \_\_\_\_\_

Date decision given to learner: \_\_\_\_\_

Signed (Head of Faculty) : \_\_\_\_\_ Date: \_\_\_\_\_

Signed (Director of Quality and Standards) \_\_\_\_\_ Date: \_\_\_\_\_

*All appeal documentation must be returned to Corporate Support by Head of Faculty.*

*Date Received by Corporate Support:* \_\_\_\_\_

## Grievance Procedure Flowchart

