

Assessment Appeals Policy 2024-25

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Assessment Appeals

Scope:

South Bank Colleges are committed to ensuring a fair and transparent academic assessment process for all students. It is therefore a learner's entitlement to appeal against an assessment decision which they consider has not been fairly and accurately assessed and places them at a disadvantage.

The purpose of this policy is to provide students with a formal mechanism to appeal decisions made regarding their academic performance, ensuring that such appeals are handled in accordance with the expectations of awarding bodies.

This policy applies to all students enrolled at South Bank Colleges, including Lambeth College and London South Bank Technical College, across all campuses

This policy aims to:

- Enable the learner to enquire, question or appeal against an assessment decision
- Attempt to reach agreement between the learner and the assessor at the earliest opportunity as well as standardise and record any appeal to ensure openness and fairness
- Facilitate a learner's ultimate right of appeal to the Awarding Organisation, where appropriate
- Protect the interests of all learners, and the integrity of the qualification.

To do this the college will:

- Inform the learner at induction of the Assessment Appeals Policy and procedures, and provide access to written information for later reference
- Record, track and validate any appeal
- Forward the appeal to the Awarding Organisation when a learner considers that a decision continues to disadvantage them after the internal appeals process has been exhausted
- Keep appeals records for inspection by the Awarding Organisation according to their requirements
- Use the stages in this procedure to structure appeals
- 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
- Monitor appeals to inform quality improvement.

Informal Assessment Appeals Procedure

It is expected that before using any stage of this procedure the learner will attempt to resolve the matter at a local level by talking to the teacher(s) concerned as soon as feasibly possible.

Formal Assessment Appeals Procedure

A learner wishing to appeal against a formal or summative assessment decision can use the following procedure to resolve the matter. The learner should put their appeal in writing, to the Curriculum Head within 10 working days of the event giving rise to the appeal and before any standardisation, moderation or assessment review (whichever is the earlier).

Use of the procedure

- Learners can use Stage 1 of this procedure to appeal against a teacher's assessment of their work if the issue cannot be resolved informally
- Learners can use Stages 1 - 3 of this procedure if they believe that assessment has not been conducted within the approved procedures
- Before results have been reported to the Awarding Organisation, learners can use Stage 3 of this procedure if the overall result of their qualification was adversely affected by illness or other factors, for which evidence exists, but which they were unable to make known, for exceptional reasons, at the time and which have therefore not already been considered

Learners considering using this procedure should note that:

- An appeal cannot be admitted once the assessment under question has been through the College's standardisation, moderation or assessment review procedures.
- If there are mitigating circumstances however, the appeal may be reviewed
- Learners cannot appeal against work that was not handed in by the deadline date set by the teaching team
- Appeals to Awarding Organisations may not be made until this procedure has been exhausted at College level.

The learner should put the appeal in writing which should include the following information:

- Learner full name and ID number
- Programme and course title year of study (Start and end date)
- Details of the specific decision being appealed
- The name(s) of the teacher(s) who made the decision

Stage 1

- The learner should put their appeal in writing, to the Curriculum Head within 10 working days of the event giving rise to the appeal
- The manager will investigate the appeal. This may result in a special standardisation exercise or reassessment if it is deemed appropriate supported by the Lead Internal Verifier or Curriculum Head for the programme area
- The learner will receive a written statement of the outcome within 5 working days of the receipt of the appeal.

Stage 2

- If Stage 1 does not produce an acceptable resolution the learner should put their appeal in writing to the department director within 5 working days of receiving the outcome from the Curriculum Manager
- An appropriate director will convene and chair an appeals panel with the Quality Assessment Head to review the appeal within 10 working days of receiving it from the learner
- The panel will consist of a Director, Quality Assessment Head, Curriculum Manager and the relevant teacher(s)
- The learner, who can be accompanied, will be invited to attend to present their case

- The learner will receive the written decision of the Appeals Panel, from a director within 5 working days of the panel meeting.

Stage 3

- If Stage 2 does not produce an acceptable resolution for the learner, or if the procedure is being initiated at this stage as it relates to the overall result of the qualification, the learner should write to the Principal of LSBTC within 5 working days of receiving the outcome of Stage 2 or from receiving their overall result
- If there is new evidence or improper procedures these are conditions that can be considered for an appeal
- The Principal of LSBTC and the department Director will review all the available evidence relating to the appeal and the processes previously used to investigate it and will respond to the appeal within 10 working days sending the learner a completion of procedure letter.

Appeals to the Awarding Organisation

If a learner is still dissatisfied with all stages of the appeals procedure, they may appeal to the awarding organisation. Information on how to proceed with an external appeal will be provided to the student if applicable.

Awarding Body Expectations

South Bank Colleges adheres to the policies set by external awarding bodies, including, but not limited to, City and Guilds, NCFE, BTEC, UAL, and others. In line with these expectations, the college will:

- Regularly review its Assessment Appeals Policy to ensure it continues to meet the requirements of awarding bodies and remains fair and transparent for all students.
- Ensure that the academic appeals process is consistent with the guidelines provided by the relevant awarding body.
- Keep records of all academic appeals and their outcomes for auditing purposes.
- Maintain regular communication with the relevant awarding bodies when required.

Confidentiality

All appeals will be treated with strict confidentiality, and only those directly involved in the appeals process will have access to the information.

Contact Information

For any queries regarding the Assessment Appeals Policy, please contact:
info@southbankcolleges.ac.uk

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Associated Documents	
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Name	
Malpractice Maladministration Policy	

Implementation plan

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