

APPEALS POLICY

INTRODUCTION

Learners may appeal against decisions of the College, including those about assignments, projects, reports, examinations, or any other marks or outcomes. The appeals procedure depends on whether the appeal relates to summative assessments (exams) or to formative assessments or other matters. For appeals on matters not covered in this chapter, for example disciplinary actions, learners are asked to consult learner support. (An application form for learner appeals is included at the very back of this document.)

APPEALS RELATING TO FORMATIVE ASSESSMENTS

All appeals on formative assessments are handled by the Formative Assessment Manager. Learners who are unhappy about their marks or other decisions by the College can phone the Academic Support Advisors directly and discuss the matter. Learners are entitled to ask for a re-mark and can also request a report from the tutor who marked the assignment.

APPEALS RELATING TO SUMMATIVE ASSESSMENTS

First appeal

A learner who wishes a summative assessment decision to be changed may appeal on the following grounds:

- Illness, or other factors unknown to the Examination Board when it reached its decision, which adversely affected performance in the coursework or assessment, or prevented submission of the coursework or attendance at the assessment.
- There was a material administrative error.
- The assessments were not conducted in accordance with the regulations for the programme.
- Some other material irregularity occurred in the conduct of the assessment.

The learner may, within one month of the publication of a result, request an examiner's report and/or a review of the decision in the form of a re-mark.

Procedure

- The learner should request an *Application Form for a Re-mark* from the Summative Assessment Department and submit the completed form to the same department.
- The learner will receive confirmation of the application, followed by the report or the result of the re-mark.

Further appeals

In the event of a learner not being satisfied with a re-marking decision for a final examination, a further and final appeal may be directed to the Examination Appeals Committee.

The Examination Appeals Committee consists of:

- a chairperson of senior standing, for example the Chief Academic Officer or College Principal;
- the Academic Support Services Manager;
- the relevant Academic Head of School.; and
- Summative Assessment Managers (Operations and Question Paper Development).

Procedure for lodging a further appeal

- The learner fills in a Final Appeal Form, which is also obtainable from the Summative Assessment Department, and submits it to that department.
- The learner receives acknowledgement of receipt of the application.
- A Summative Assessment Manager presents the completed appeal document to the next meeting of the Examination Appeals Committee.
- The learner is notified as to when the appeals meeting is to be held.
- The Examination Appeals Committee makes a decision on the appeal and informs the learner in writing of this decision.
- The Summative Assessment Department keeps records of appeals heard by the Examination Appeals Committee and of the results of such appeals.
- The Academic Board is notified of all decisions made by the Examination Appeals Committee at the following board meeting.