

Academic Appeals Policy

1 Policy Statement

1.1 It is the policy of Skills4Stem to develop and maintain assessment procedures that are fair, reliable and open to scrutiny.

1.2 Skills4Stem operates a rigorous system of internal verification to guarantee fair assessment that complies with awarding body requirements. It is recognised, however, that there could be exceptional circumstances when individual candidates or groups may wish to appeal against recommendations or decisions relating to assessment. The following appeals procedure outlines the action that may be taken in such circumstances.

1.3 In all cases Skills4Stem's academic appeal process supports and supplements the appeal process for all awarding organisations. While candidates are encouraged to follow the Skills4Stem's internal appeals policy, candidates have the right to appeal directly to the relevant awarding body at any time. candidates also have a right to appeal through the appeals procedure as stated in the NVQ Code of Practice. For all awarding organisations and for Pearson Higher Nationals, the candidate may request support from the Quality Nominee in order to access and understand the awarding organisation's appeals process.

2 Scope of Policy and Procedure

2.1 Candidates will be informed at induction about the appeals policy and procedure

2.1 Any candidate who believes that a piece of work submitted for assessment has been assessed unfairly, inconsistently or not in accordance with the standards and level required by the awarding body, shall have the right to appeal against the assessment mark, grade or final outcome.

2.2 In the first instance any concerns should be discussed with the candidate's trainer or assessor. While it is recognised that in most circumstances candidate queries relating to assessment can and will be resolved informally, the formal appeals procedure is available to support candidates in their appeal.

2.3 If a candidate needs help in making an appeal, this can be obtained by contacting their trainer, assessor or a member of the Quality team.

2.4 It is the responsibility of candidates to inform Skills4Stem if they are not satisfied with the grading of any piece of work. The Skills4Stem Appeals Policy and Procedure

enables candidates to make a formal appeal against a recommendation or decision relating to:

- (i) The mark or grade for an individual item of coursework
- (ii) The result of an individual course
- (iii) Entitlement to an award
- (iv) The class or grade of an award

Note: Throughout this document a piece of work shall refer to a set task which may be a written report, essay or assignment, a diagrammatic or pictorial representation, the production of a tangible item or artefact, a portfolio of work or an oral presentation or performance

3 Grounds for Appeal

3.1 A candidate/candidate may appeal against an assessment decision if he/she believes that the decision is unfair or unreasonable. Normally an appeal can be made on any one of the following grounds:

- (i) Relevant assessment criteria have been met but not acknowledged
- (ii) The assessments were not conducted in accordance with the awarding body's regulations
- (iii) Assessment procedures, including examinations, were not conducted fairly
- (iv) The internal verifier was presented with incorrect or inaccurate assessment information
- (v) There were medical or other extenuating circumstances of which the relevant course manager was unaware when assessment decisions were being made
- (vi) There was unfairness or impropriety on the part of one or more of the assessors/examiners
- (vii) The candidate was unjustifiably excluded from an examination or an assessment opportunity

3.2 For appeals related to externally assessed work or examinations, the candidate must appeal directly to the relevant awarding body.

3.3 It is the responsibility of the candidate to notify the curriculum manager in writing of any extenuating circumstances which may be adversely affecting the candidate's performance. Normally, this should be done before the assessment process takes place.

4 Appeals Procedure

4.1 The procedure for appeals is detailed on page 4 of this document.

4.2 Record, track and validate any appeal

4.3 Keep appeals records for inspection by the Awarding Organisation for a minimum of 18 months

4.4 Will 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

4.5 Monitor appeals to inform quality improvement

5 Awarding Body Rules and Regulations

5.1 The relevant awarding body's appeals procedure will be invoked where:

(i) The issue cannot be resolved internally

(ii) The appeal is in relation to an examination

Written by	Head of Quality & Compliance
Date	31.01.19
Approved by	CEO
Date	31.01.19
Review date	January 2020

Procedure for Academic Appeals

Stage		candidate Action	To Whom	Skills4Stem Action	Timeframe
1. Informal	Appeal referred to and resolved by the assessor/trainer	Candidate to discuss with assessor/trainer within 5 working days of receipt of assessment decision	Assessor/trainer	Assessor/trainer to discuss and seek to resolve	2 working days
2. Informal Appeal	Appeal referred to and resolved by the Internal Verifier	Candidate appeal to Internal Verifier within 5 working days	Internal Verifier	Internal Verifier to have piece of work reviewed by member of staff with no previous involvement in the assessment decision under appeal.	5 working days
3. Formal Appeal	Appeal referred to and resolved by the Curriculum Manager	Candidate to appeal to the relevant Curriculum Manager within 5 working days of the above decision. To begin stage 3 the candidate must complete the appropriate	Curriculum Manager	Curriculum Manager to investigate assessment decision and review with curriculum area internal verifier.	5 working days in 2 writing

		form (p.5 of this policy)			
4. Formal Appeal	Appeal referred to Head of Quality & Compliance	Candidate appeals in writing to Head of Quality & Compliance if they feel the decision is unfair at Stage 3 and there is likelihood of a major impact on the candidate's future, e.g. main qualification not awarded on completion of the course	Head of Quality & Compliance	Assessment decision investigated by Head of Quality & Compliance (information obtained from appropriate IV and Curriculum Manager). A decision will then be taken based on the evidence.	5 working days

Academic Appeal Against Internal Grading / Assessment Decision

Name	
Address	
Course	
Nature of Appeal	
a) Please state which category from 3.1 of the policy you are bringing this appeal	
b) In your own words please explain the reason of the appeal	
Signature	
Date	
Please give this form to the Curriculum Manager of your area and send a copy to Quality at info@skills4stem.co.uk	
Please keep a copy of this form	