



TITLE	REF	VERSION
Assessment Appeals Procedure for Higher National Qualifications	HEPRO001	1.0

DEPARTMENT	Higher Education		
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ASSESSMENT APPEALS PROCEDURE FOR HIGHER NATIONAL QUALIFICATIONS

Assessment Appeals

Activate Learning acknowledges that students are entitled to have access to a formal assessment appeals procedure.

- The Assessment Appeals Procedure will be referred to in the Student Handbook and students directed to where to obtain a full copy online
- Course Tutors will be expected to explain the Assessment regulations and Appeals policy during induction

All students have access to their Course Tutor, Programme Coordinator, the Faculty Manager, Director of Delivery and Director of Higher Education, and the HE Student Experience Officer if they need assistance with any aspect of the appeals process.

When an Assessment Board reaches a decision on any student's academic performance, this is a careful academic judgment of the whole committee (including feedback from the External Examiner) based on the student's marks in the context of all the other students who sat that assessment. Consequently, Activate Learning will only reconsider such a decision if a student can provide evidence either:

- a) that their work was not assessed in accordance with the regulations or assessment procedure as published, students will have to identify the specific regulation or procedure they believe is relevant and show in what way they believe it was breached.
- b) that their assessment was affected by personal bias on the part of one or more assessors, students will have to provide at least some evidence to suggest that this was the case.
- c) that there was a material administrative error or irregularity in the conduct of the assessment, students will have to explain what the error/irregularity was, how it affected the outcome of the assessment and provide at least some evidence to suggest that the error/irregularity occurred.

If a student believes they have grounds for requesting a review based upon one or more of the above, they should undertake the following steps:

Step 1

- Student discusses issue with assessor (It is advised that both parties make every effort to resolve the issue informally). In the case of a student with a specific learning difficulty, further advice and guidance should be sought from HE Support Services.

Candidate satisfied: no further action.

Candidate still dissatisfied: proceed to next step.

Step 2

- Candidate makes a written request to Assessor within two weeks of feedback of the outcome of the discussion in Step 1, outlining the specific unit of work to be reassessed and the grounds for reassessment.
- Assessor logs the appeal with the Internal Verifier (IV) for the programme.
- The IV reviews the assessment and notifies the candidate of his/her judgement. If a reassessment is judged to be necessary by the IV, the timing of reassessment will vary according to individual curriculum area arrangements. (There may be no early opportunity to repeat a 'live' assessment, for example, but an unreasonable delay can be the basis of a further appeal).

Candidate satisfied: no further action.

Candidate still dissatisfied: proceed to next step.

Step 3

- Written appeal must be made to the Programme Coordinator within two weeks of the feedback of the reassessment decision.

NB:(If the Assessor is also the Programme Leader and/ or the Internal Verifier, or if the Internal Verifier is the Programme Coordinator, she/he will make arrangements for another Internal Verifier to receive the appeal.

Candidate satisfied: no further action.

Candidate still dissatisfied: proceed to next step.

Step 4

- The Director of Higher Education will then be consulted over action to be taken. He/she will review the assessment and the process of appeal so far.
- The Director of Higher Education will discuss the matter with the candidate as a summary of the process so far and to discover if a resolution to the situation can be achieved.

Candidate satisfied: no further action.

Candidate still dissatisfied: proceed to next step.

Step 5

- The matter will be referred by the Director of Higher Education to the relevant Executive Director who will check that all stages of the appeal have been carried out correctly. The Executive Director will respond to the candidate within 2 weeks of Resubmission. The Executive Director will decide whether it is appropriate to involve the awarding body/external verifier at this stage.

Candidate satisfied: no further action.

Candidate still dissatisfied: proceed to next step.

Step 6

- The complainant will be referred to the awarding body appeals procedure

NB

- All candidates will have the right to be accompanied by a friend or advisor during any stage of the appeals process
- At all stages, complete records must be kept of the appeal, reassessment details and any action taken

Copies of all records must be lodged with the Higher Education Learning Partnerships office.