



TITLE	REF	VERSION
Assessment Appeals Procedure for Higher National Qualifications	HEPRO001	2.0
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 Academic Registrar 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

- A candidate makes a written appeal by completing an online Academic Appeals form located on HE Portal under Awarding Body Regulation.
- The Academic Appeal form must be submitted **no later than 15 working days** after the date of the notification of the relevant decision
- The Director of Higher Education will then review the appeal in consultation with Head of Quality (HE) and the Programme Coordinator over action to be taken. They will review the assessment and the process of appeal so far **within 15 working days** of receipt of the appeal.
- 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 2

- 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 3

- A candidate has a final right of appeal to Pearson, but only if the procedures in place at the college have been fully utilised or if the candidate is dissatisfied with the outcome.
- Further details are given in [the Enquiries and appeals about Pearson vocational qualifications policy](#).
- If a candidate is not satisfied with the result of their appeal after following Activate Learning's processes, s/he can also request that [the Office of the Independent Adjudicator \(OIA\)](#) review their complaint. The OIA will not deal with complaints about academic judgment but will look at academic appeals.

Following the OIA process does not prevent a candidate from pursuing a complaint or appeal with Pearson and they may choose whichever route(s) they feel is the most appropriate.

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.