

POLICY/PROCEDURE: HIGHER EDUCATION ACADEMIC APPEALS POLICY AND PROCEDURE

Approval required by:	Executive	Y	Governing Body	N
Senior Lead:	Vice Principal Quality			
Responsible Manager:	Director of Quality (Higher Education)			
Date approved:	June 2024			
Date to be reviewed:	June 2027			
Relevant to:	Students	Y	Staff	Y
	Visitors	N		
Relevant to:	All students	N		
	16-18 Vocational	N	Sixth Form	N
	Higher Education	Y	Adults	N
	Apprenticeships	Y	14-16	N
	Other	N	
Relevant to:	All staff	Y		
	Board	Y	SPH	Y
	Managers	Y		
	Teaching staff	Y	Support staff	Y
Accessible to	Students	Y	Staff	Y
Friendly version	Students	Y	Staff	Y
	EQIA required	N		

Significant changes to policy

None

Impact of changes

None

SCOPE AND PURPOSE

The policy provides information to students and staff on the academic appeals procedures for students enrolled on Higher Education courses at Barnsley College. It recognises that students studying qualifications at the College have a right to seek a review of assessment decisions that affect them. An Academic Appeal is defined as “a request for a review of a decision around a mark, outcome or decision”. Students may appeal an outcome on the basis of evidence or procedure, but not on the basis of disagreement with academic judgement.

BACKGROUND

Academic Appeals

Academic appeals may only be lodged on the following grounds:

- that in the assessment or marking, or in the proceedings of the Assessment Board, the stipulated assessment procedure was not followed, or
- information is, or was, available which could have had a bearing on the assessment or mark, but which was not taken into account by the examining board/assessors or was unreasonably rejected.

Appeals will always be concerned with the conduct of the assessment or with the personal circumstances of the candidate and not with questioning the academic judgement of the Assessment Board.

Given the existence of procedures for complaint during the study period, alleged inadequacy of tuition or other arrangements during the period of study do not constitute ground for requesting a review of the Assessment Board’s decision.

Students are advised to seek impartial help and support from the Students’ Union and Student Services and can also request an informal meeting with the HE Academic Registrar if desired.

Appeals against Marks/Grades Awarded on Higher National Qualifications or Professional HE Programmes

Where a student is appealing against a grade or result on a Higher National qualification, the following procedure should be followed.

Stage 1

When a student disagrees with the assessment or grade given they must explain the reasons for this to the module/unit tutor concerned, as soon as possible. In most cases this will be immediately after receiving the assessment/grading decision but should take place within **10 working days** of being notified of the assessment/grading decision. The student should complete the HE Academic Appeals – Stage 1 form (Appendix 1).

Upon receipt of the Stage 1 form the module/unit tutor will consider the student’s appeal and provide a response within **5 working days** through:

- A clear explanation/reiteration (as appropriate) of the assessment/grading decision following a re-evaluation of the evidence.
- Completion of Stage 1 Response form (Appendix 2).
- Amendment of the student’s assessment/grading record if appropriate.

If the student agrees with the decision, then the appeal need not proceed further. Where the student remains unhappy with the decision, the appeal must proceed to Stage 2.

Stage 2

If the student is not satisfied with the module/unit tutor's review of their appeal they must request that the appeal proceeds to Stage 2 by completing Box 2 on the Stage 1 Response form, signing and dating it and returning it to the module/unit tutor.

The module/unit tutor will then forward:

- The original assessment record and candidate evidence, where appropriate.
- The Stage 1 and Stage 1 Response forms.

To the nominated internal moderator/course leader within **2 working days** of the date of the student's request to proceed to Stage 2.

The internal moderator/course leader will reconsider the assessment decision which will normally involve an evaluation of:

- The candidate evidence and associated records.
- The module/unit tutor's rationale for the decision.
- The opinion of another tutor as appropriate.
- The opinion of the candidate.

In doing so the internal moderator/course leader will complete the Stage 2 form (Appendix 3) and provide the student with the reconsidered decision within **5 working days** of the date of the student's request to proceed to Stage 2.

Where the student remains unhappy with the reconsidered assessment decision, the appeal must proceed to Stage 3.

Stage 3

Where the student remains unhappy with the decision made at Stage 2 they will have the right to forward their case to the Appeals Panel by completing Box 2 on the Stage 2 form, signing and dating it and returning it to the internal moderator/course leader. The internal moderator/course leader will forward relevant details to the Head of Department which will include:

- Stage 1, Stage 1 Response, and Stage 2 forms.
- Assessment record sheet(s).
- Any written comments of the internal moderator/course leader (perhaps providing background details).

The Head of Department will convene, within **10 working days** of the date of the student's request to proceed to Stage 3, a panel comprising:

- The Head of Department.
- The Stage 2 Internal Moderator/Course Leader.
- The original Module/Unit Tutor.

The student, supported by a friend if they so wish, will be asked to present their case to the Appeals Panel for consideration. After considering all the relevant information the Appeals Panel will inform the student within **5 working days** of their decision both orally and in writing. The HE Academic Appeals – Stage 3 form (Appendix 4) will be completed at this stage.

Records of all Higher Education appeals are to be logged with the HE Academic Registrar, kept for a period of 12 months and made available on request to the External Verifier/External Examiner.

A flow chart of the HE Academic Appeals Procedure is included in Appendix 5.

APPEALS AGAINST MARKS/GRADES AWARDED ON QUALIFICATIONS VALIDATED BY A PARTNER UNIVERSITY

Where a Higher Education course is validated by one of the College's partner universities, students will need to follow that institution's academic appeals process to appeal against an Assessment Board decision. These procedures are available online from the relevant institution:

University of Hull- [Academic Appeals Regulations](#)
Sheffield Hallam University – [Appeals Policy & Procedure](#)
Leeds Trinity University – [Academic Appeals Procedure](#)

INDEPENDENT REVIEW OF APPEALS

The Office of the Independent Adjudicator (OIA) provides an independent scheme for the review of complaints, including academic appeals, from students on courses validated by a qualifying institution. Since September 2015, Barnsley College has been a member of the OIA scheme. For further information on the scheme see the OIA website: <http://oiahe.org.uk/>

COMPLETION OF PROCEDURES LETTER

Following completion of the final stage of an appeal, or if the student chooses not to progress the appeal to the next stage at any point within the required timeframe, a letter confirming Completion of Procedures will be sent to close the appeal, in line with OIA guidance. This letter will be sent by the Director of Quality (Higher Education), on receipt of the record of the appeal.

EQUALITY AND DIVERSITY

All Higher Education students have equal access to the policy and the procedures and will be supported according to individual needs through the process should they wish to make a formal academic appeal.

PRIVACY, CONFIDENTIALITY AND DATA PROTECTION

All evidence submitted in support of an appeal at any stage shall be treated with respect for the privacy of the student and shall be confidential to those members of staff concerned with the matters raised in the appeal.

Any member of staff involved with an appeal in any capacity will ensure that the General Data Protection Regulation is complied with at all times.

EVALUATION, IMPACT AND MONITORING

An annual report on Appeals will be presented to the Quality Leaders' Forum in the summer term. This will include a summary of the outcomes to appeals at stage 2 and 3.

Recording & Monitoring of Appeals

Higher Education Quality & Registry shall be responsible for keeping a record of the following information in relation to each appeal at stage 2 and 3:

- The type of decision against which the appeal is lodged.
- The ground(s) on which the appeal is based.
- The outcome of the appeal.
- The time taken for each stage.
- The ethnicity, gender and any disability of the appellant provided that the appellant has consented to this information being collected for this purpose.

The Quality Leaders' Forum will receive an annual report on appeals decided within each academic session, summarising the information referred to above.

HE Quality & Registry will keep under review, and make recommendations as to the:

- Adequacy of advice, guidance and support mechanisms for students.
- Adequacy of staff development and support for those operating the appeal procedures.
- The level of understanding of staff and students of the procedures.
- The effectiveness of the overall procedures in meeting their aims.

LINKED POLICIES AND PROCEDURES

The Higher Education Academic Appeals Procedure is linked to:

- Behaviour Support and Disciplinary Policy.
- Single Equality Scheme.
- Complaints Policy and Procedure.

LOCATION AND ACCESS TO THIS POLICY

This policy is available on the [website](#), on Buzz and the Higher Education VLE.

REFERENCES

This policy has been designed with consideration of the Revised QAA UK Quality Code for Higher Education:

Expectations for Quality – Core Practices

- [The provider has fair and transparent procedures for handling complaints and appeals which are accessible to students.](#)
- [Where a provider works in partnership with other organisations, it has in place effective arrangements to ensure that the academic experience is high-quality irrespective of where or how courses are delivered and who delivers them.](#)

Consideration of the Office of the Independent Adjudicator:

[The Good Practice Framework: handling complaints and academic appeals.](#)

Consideration of the following Pearson publication:

- [BTEC Higher Nationals Centre Guide to Managing Quality Assurance and Assessment.](#)

Appendix 1

ASSESSMENT APPEALS PROCEDURE – Stage 1

Student Name Student Number

Assessor Name Centre Number 36110

Programme Unit Title

Date of Assessment Type of Assessment: Practical Written Oral

Reason for Appeal

Assignment/unit grade or mark and reference number:

I wish to appeal against the decision of my assessment because:

Signed Student:

Date:

Note: Appeals must be lodged within 10 working days of the student being notified of the assessment decision.

Appendix 2

ASSESSMENT APPEALS PROCEDURE – Stage 1 Responses

Student Name _____ Student Number _____

Assessor Name _____ Centre Number 36110

Programme _____ Unit Title _____

Date of Assessment _____ Type of Assessment: Practical Written Oral

Date of Appeal _____

Assessor Response to Appeal

Signed assessor:

Date:

Learner's Response

I agree with the assessor's response to my appeal

☐

Box 1

I do not agree with the assessor's response to my appeal and wish my appeal to proceed to stage 2 in the appeals process

☐

Box 2

Signed Student:

Date:

Confirmation of learners request to proceed to stage 2

Signed assessor:

Date:

Appendix 3

ASSESSMENT APPEALS PROCEDURE – Stage 2

Student Name _____ Student Number _____

Assessor Name _____ Centre Number 36110

Programme _____ Unit Title _____

Date of Assessment _____ Type of Assessment: Practical Written Oral

Date of Appeal _____

Internal Verifier/Course Co-ordinator Response to Appeal

Signed Internal Verifier/Course Co-ordinator:

Date:

Student's Response

I agree with the assessor's response to my appeal

☐

Box 1

I do not agree with the assessor's response to my appeal and wish my appeal to proceed to stage 3 in the appeals process

☐

Box 2

Signed Student:

Date:

Confirmation of learners request to proceed to stage 2

Signed assessor:

Date:

Appendix 4

ASSESSMENT APPEALS PROCEDURE – Stage 3

Student Name Student Number

Assessor Name Centre Number 36110

Programme Unit Title

Date of Assessment Type of Assessment: Practical Written Oral

Date of Appeal

Appeals Panel Response to Appeal

Signed Head of Department:

Date:

Appendix 5
HE Academic Appeals Procedure – Flow Chart (Pearson Higher Nationals, Professional HE Programmes)

