

Reference Code: APPLS - HE

Version: 2.3

Date: 31 August 2018

Date of Implementation: 1 September 2018

Originator: Head of Higher Education

Approval by: HE Strategy Group

Date for Review: 31 August 2019

Document Location: VLE – HE Staff Handbook – Teaching, Learning – Assessment

1. Introduction

The City of Liverpool College will embrace the QAA Code of practice for the assurance of academic quality and standards in higher education chapter B9: Academic appeals and student complaints on academic matters.

2. Policy remit

This policy operates for the Higher National Qualifications and for the other HE qualifications where the regulations of the awarding body prescribe a stage 1 local appeal to the College. This procedure therefore complements and operates within the context of, the policies and regulations on academic appeals and complaints of our partner higher education awarding institutions. Relevant University Partners Academic Appeals procedures and application processes may apply (Note: this is not the case for the Open University awards) .

This policy applies only to academic appeals and will be applied to review a decision regarding the progress of the appellant on his/her programme of study, including the award of any qualification as a result of that progress. Other matters of dispute involving a student and the College, or department, will be considered as a "complaint" and should be considered under the City of Liverpool College Higher Education Compliments, Comments, Complaints Policy and Procedure.

Appeals against assessment decisions will be regulated by the policies and procedures of the programme qualification awarding body. Where the regulations of the awarding body prescribe a stage 1 local appeal to the College, this policy will apply (Note: this is not the case for the Open University awards) .

3. Grounds for Appeal

- 3.1** An appeal based upon a questioning of the academic judgement of an Examiner/Assessor is invalid.
- 3.2** An appeal is only valid if it is based upon one or more of the following:

- a. The assessment/examination procedures have not been conducted in accordance with approved regulations, or there has been some material administrative error or irregularity.
- b. The Assessor/Assessment Board has given insufficient weight to extenuating circumstances which have adversely affected the student's/candidate's performance.
- c. On special grounds if the Assessor/Assessment Board has been unaware of extenuating circumstances which might have adversely affected the student's /candidate's performance. Such grounds would normally be endorsed by Student Services.
- d. Discrimination is by default unfair.

4. Formal Appeals Procedure

- 4.1** If, after meeting with the chair of Assessment Board/Nominee or Head of School, the student wishes to make a formal request for appeal, this must be done within ten working days of the meeting, in writing, stating the grounds of the appeal together with the supporting documentation. This may be done in consultation with his/her personal tutor, if not involved, or a member of Student Union. Appeals submitted outside the specified time limits will not normally be considered.
- 4.2** The School Appeals Board will consider valid written documentation and evidence normally within 15 working days.
- 4.3** Normally, within 15 days of the receipt of the formal appeal, a School Appeals Board will be convened. However, in complex cases this will be arranged as soon as practicalities permit. The composition of the Appeals Board will be:
 - a. Head of School or Nominated Deputy (Chair) if the Head of School is the Chair of the Assessment Board;
 - b. Independent programme manager who is not directly associated with the original assessment;
 - c. One programme manager from another School (additional members may be called upon if it is not possible to use independent programme managers from the School);
 - d. Administrator and minute taker
- 4.4** The chair of the Assessment Board, the student and his/her nominated representative will be invited to be available to add clarification to the documentation.
- 4.5** The appropriate documentation will be presented to the Appeals Board. The Appeals Board has the power to request Programme Managers, Tutors, and/or Assessors to be available to provide further information.
- 4.6** The School Appeals Board may take the following decision:
 - a. To uphold the decision of the Assessment Board or Assessor;
 - b. To amend the decision of the Assessment Board or Assessor.

- 4.7** The decision of the School Appeals Board will be communicated in writing, via a formal report, to the student and the Assessment Board normally within seven working days.
- 4.8** If the appellant has exhausted the internal procedures of the College, they can write to the awarding body (where applicable) to review the appeal. A response will be received within 40 days of receiving your letter and dependent on the outcome, you may be issued with a Completion of Procedures letter.
- 4.9** If appellant is not happy with the outcome of the appeal, they can contact OIA to make a complaint.

Complaints – OIA (Office of the Independent Adjudicator)

All info via <http://www.oiahe.org.uk/>

Academic Appeals form

**THIS ACADEMIC APPEAL FORM IS FOR STUDENTS STUDYING FOR PEARSON HNC/D AWARDS at the
City of Liverpool College**

Relevant Academic appeals forms and procedures provided by the Collaborative University Partners
is used for the stage 1 appeal for HE students on other HE programmes.

Section 1: Your Details

Full Name:		Student Number:	
Programme of Study		Year/Level	
Address for correspondence			
Email Address			

Section 2: Appeal

Academic Appeal against the decision of an Assessment Board	<input type="checkbox"/>
Appeal against the decision of an Academic Misconduct Panel	<input type="checkbox"/>
Appeal regarding some other irregularity	<input type="checkbox"/>

Please provide the date of the release of your results or the date on the Outcome Letter from the Academic Misconduct Panel.		
Are you sending your Appeal within the 10 working day deadline?	Yes	No
If No please explain why you were unable to meet the deadline?		

You should be aware that there are strict time limits for submitting Appeals at each stage of the process.

The College endeavours to respond to this first stage of appeals within 15 working days, and to **complete all stages of the formal appeals procedures within 90 calendar days**. In cases where for good reason the College needs to extend the timeframe, the College will notify you and keep you informed of the progress.

What was the decision of the Assessment Board or the decision of the Academic Misconduct Panel?

Please enclose a copy of the Assessment Board Letter, or Results Notification Letter, failure to do so may result in a delay in considering your appeal or your appeal being rejected.

Please provide a full statement outlining your grounds for appeal. Please provide details of key events with dates. Continue on a separate sheet if necessary. Your appeal **must be** accompanied by (copies) of relevant evidence and all such evidence must be numbered and listed on this form.

DECLARATION AND SIGNATURE:

Please read the statements below and confirm the following:

- You have read the Appeals Regulations and relevant Awarding Body Guidance notes
- You understand that ineligible appeals or late appeals will not be investigated under the appeals procedure.
- You agree with the documents and details in your appeal, including sensitive personal information being shared with relevant staff involved in the appeals process in order to respond to your appeal
- I confirm that I am the student making the Appeal, I agree to the above and confirm that that I believe the facts stated in this form are true.

Signature _____ Date _____

NAME- PRINT _____

Completed forms should be sent to: The City of Liverpool College, Higher Education Senior Administrator, Clarence Street L3 5TP via post or via email to, complaints@liv-coll.ac.uk

STAGE 1 APPEALS: No member, of the Assessment Board, or the Academic Misconduct Panel (who made the decision that you are appealing) will respond to a Stage 1 appeal. If you are studying on the HE programme awarded by the Collaborative University partner. The response to your appeal will be made by a Director of Learning or nominee. The respondent will normally respond to your appeal with an explanation in support of the decision **within 15 working days** of the receipt of the appeal.

IF THE APPEAL IS UPHELD

If there is evidence that: there has been a material administrative error; or that the assessment, in whatever format, was not conducted in accordance with current regulations; or that some other material irregularity has occurred your appeal will be **Upheld**.

You will be notified of the reason for the decision and any action to be taken. For example, the Assessment Board(s), Research Degrees Committee or Academic Misconduct Panel may be required to reconvene to reconsider their decision(s) in light of the findings.

IF THE APPEAL IS NOT UPHELD

If there is no evidence that: there has been a material administrative error; or, that the assessment, in whatever format, was not conducted in accordance with current regulations; or that material irregularity has occurred, your appeal will **Not be Upheld**.

You will be given a full explanation as to why the decision was made not to uphold your appeal.

If your appeal is not upheld and you believe that the decision is incorrect you may submit your appeal to Stage 2 for consideration by the relevant University or awarding body Appeals Panel.