

Appeals Policy and Procedure

Aim

The aim of this policy and procedure is to enable learners who believe that they have a grievance concerning an assessment to request a review of the decision. This policy and procedure do not deal with learner's general complaints, for which there is a separate complaints procedure. The procedure deals only with academic appeals.

The terms 'assessment' and 'examination' are to be treated synonymously and refer to all forms of student assessment.

The main reasons for an academic appeal are likely to be:

- The learner does not understand why the assessment decision has been made because of lack of, or unclear, feedback from the assessor;
- The learner believes that the assessor has missed, misjudged or misinterpreted some of the evidences put forward for assessment; or
- There has been an administrative error on the part of the assessor; or
- The assessment was not conducted in accordance with the course guidelines or programme regulations of the awarding organisation.

Where the learner does not agree with the assessment, the learner should advise the College indicating the points of disagreement with reasons with reference to the evidence provided in the portfolio submitted.

There are 3 stages in the appeals procedure and each stage must be completed before proceeding to the next one. All learners who register an appeal will receive a formal reply.

Stage 1

The learner appeals directly to the assessor/lecturer, who has carried out the assessment by completing the Learner Appeal Report. This report should be completed and submitted to the assessor within 5 working days of the receiving the assessment decision. The assessor will respond to the learner in writing within 10 working days.

Stage 2

If the learner is not satisfied with the written response of the assessor made in Stage 1, the learner can proceed to Stage 2 by appealing to the internal verifier in writing indicating his/her objections

to the response of the assessor. Learners' appeals will be acknowledged and investigated to establish facts and evidence supporting the appeal.

If an appeal by a learner is considered justified, a remedial action will be taken by the internal verifier within 10 working days of receiving the appeal.

Stage 3

Learner who have exhausted Stage 1 and Stage 2 and are still not satisfied with the decision, may proceed to Stage 3. This appeal must be in writing to the Awarding Organisation and must be accompanied by copies of all the documentation used in Stage 1 and Stage 2.

The Awarding Organisation's decision will be final.

Roles and Responsibilities

Learner

The learner is responsible for initiating the appeals procedure in the required format within a defined time frame.

Assessor

The assessor is responsible for providing feedback to the learner that follows the Awarding Organisation's course guidelines. The assessor is responsible for ensuring that learners' appeal is processed within the published agreed time.

Internal Verifier

The internal verifier is responsible for judging whether assessment decisions are valid, fair and unbiased.

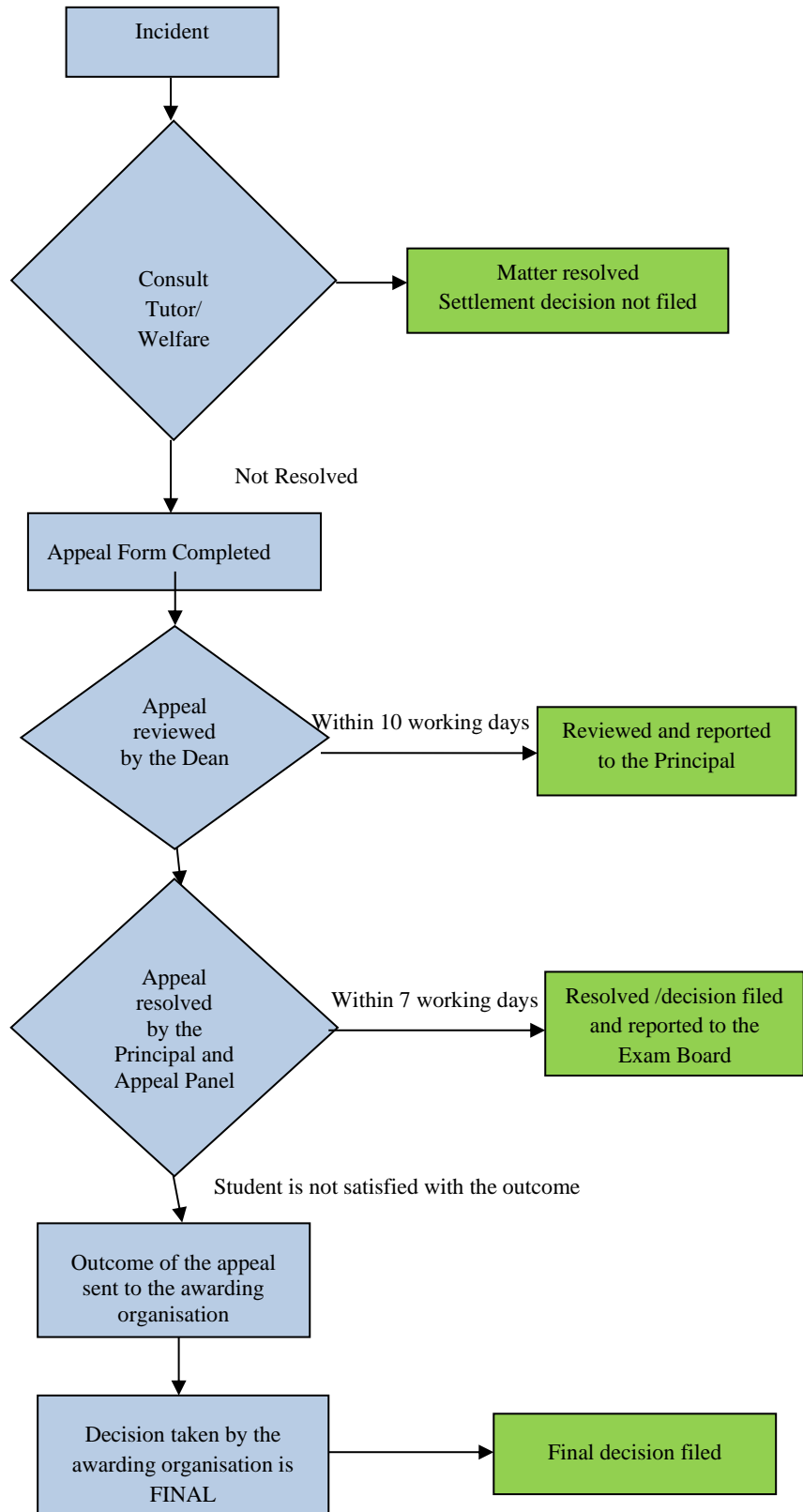
External Verifier from the Awarding Organisation

The Awarding Organisation is responsible for the final leg of the appeal.

ECLB will keep all appeals' records for a minimum period of 12 months for inspection by the Awarding Organisation., if required.

The appeal process is shown using a flow diagram below for the ease of understanding.

Appeal Process Flow Diagram



Candidate Appeal Report

Learner's Name:	Assessor's Name:	Internal Verifier's Name:
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Stage 1 Assessor's Decision

Assessment Details Course: Unit / Learning Outcome: Assessment Method: Original Assessment Decision:	
Learner's reason for appeal:	
Learner's Signature:	
Date:	
	<i>This column to be completed by college staff</i>
Assessor's Decision: Signature: Date:	Date Appeal received: Date replied to Learner: Signature: Date:
Learner's Decision I accept the Assessor's decision I wish to proceed to Stage 2 Signature: Date:	Date reply received: Date forwarded to Internal Verifier: Signature: Date:

Stage 2 Internal Verifier's Decision

Internal Verifier's Comments:	
Internal Verifier's Decision: Signature: Date:	Date Candidate informed: Signature: Date:
Candidate Decision I accept the IV's decision I wish to proceed to Stage 3	Date reply received: Date forwarded to Awarding Organisation: Signature:

Stage 3 Awarding Organisation's Decision

Awarding Organisation's Decision	
Date Appeal Decision received: Date Learner informed:	Name: Signature: Date:
Learner's response I have received the decision of the Awarding Organisation Signature: Date:	Date reply received: Signature: Date



Appeal Form

This form is to be used by a student to make any appeal against an assessment decision provided by European College of Law and Business (ECLB).

This form should be returned to:

College Admin, 39B (First Floor), Westgate, Mansfield, NG18 1RX, United Kingdom

SECTION 1: Your Details	
Student Name	
Student ID	
Program of Study	
Correspondence Address	
Contact No.	
E-mail Address	

<p>SECTION 2: Please state clearly the grounds for the appeal and the outcome sought.</p> <p>Grounds for the appeal:</p> <p>Outcome sought:</p>

SECTION 3: Declaration

In accordance with the Data Protection Act 1998 we are required to obtain your consent to disclose the information that you have provided to authorised members of the College staff connected with the investigation of your appeal.

Please sign below to confirm that the information you have provided is accurate to the best of your knowledge and to indicate your consent for the information provided to be used as detailed above.

Signed		Date	
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We would welcome your feedback on the Appeals process. If you wish to make any comments or suggestions, once you have completed the process, please submit these to College Admin, 39B (First Floor), Westgate, Mansfield, NG18 1RX, United Kingdom.

Your feedback will be used to make improvements to the process and the way in which appeals are to be handled in the future. All information provided will be dealt with in the strictest confidence.