

## Moray College UHI

### Extract from Academic Quality Policy

Approved by LTQC, August 2018

#### 13. FE ASSESSMENT APPEALS PROCEDURE

- 13.1 These procedures aim to provide a fair, accessible and timely process for Further Education students to request a review of an assessment decision made by the college, where there are grounds to do so. All FE students will be provided with information about the appeals procedure within four weeks of enrolling on a college course.
- 13.2 Students have the right to appeal against an assessment decision made by the Course Assessment and Progression Board (CAPB). This will be subject to the following procedures:

##### Grounds for Appeal

- 13.3 Appeals will normally only be considered on the following grounds:
- 13.2.1 Student's performance was adversely affected by illness or other factors that he/she was unable or, with valid reason, unwilling to divulge to their lecturer prior to attempting an assessment, or not made known a CAPB when it made its decision. The student's appeal must be accompanied by documentary evidence acceptable to the Director who considers the appeal in the first instance.
- 13.2.2 Evidence of material administrative error or that an assessment was not conducted in accordance with the course regulations;
- 13.4 Appeals that question the academic judgement of a member of staff or the CAPB will not be considered.
- 13.5 Appeals will not normally be accepted from third parties.

##### Grievance and Appeals

- 13.6 If a student is pursuing a grievance against the College and also wishes to appeal then the grievance shall be resolved prior to consideration of the appeal. However, evidence relevant to the appeal produced during the

resolution of the grievance may then be considered if the student wishes to present that evidence.

## **Appeals Procedure**

### **Stage 1 – Informal Procedure:**

- 13.7 A student who believes they have grounds for appealing against the decision of the CAPB should in the first instance, discuss the matter with the appropriate lecturing staff. This is likely to be the lecturer delivering the unit, or the Learning Development Worker (LDW). The LDW will hold information on the reasons why a student has been resulted as a fail. This should normally be done within **ten working days** of the assessment decision being notified to the student.

### **Stage 2 - Formal Procedure**

- 13.8 If the matter is not resolved through the informal procedure, a student who wishes to appeal should complete the formal appeals proforma (Appendix) setting out the reasons for the appeal and including any documentary evidence. This should be marked for the attention of the Principal's Office, or by email to [appeals.moray@uhi.ac.uk](mailto:appeals.moray@uhi.ac.uk) **normally within fifteen working days of an assessment decision being notified to the student.**
- 13.9 The Principal's Office will handle the complaint in the first instance and allocate to a Director for consideration. The Director will immediately acknowledge to the student, receipt of the appeal. The Director will then, **normally within ten working days**, consider the grounds for appeal and the evidence presented and determine whether there is a '*prima facie*' case to be referred to the chair of the CAPB which made the original assessment decision. The Director who handles the appeal must be an individual who had no involvement in the original assessment decision. The student will be informed of the outcome in writing, **within five working days of the decision being made.**
- 13.10 If the Director decides that there is a *prima facie* case, they will refer the matter to the chair of the CAPB for review. If the Director decides that there is no *prima facie* case and the student is dissatisfied with this decision, then the student may appeal in writing directly to the Chair of the Learning, Teaching and Quality Committee (LTQC), normally within **ten working days**.

### **Stage 3 – Appeals Panel**

- 13.11 The Chair of LTQC shall constitute an Appeals Panel of three members of the LTQC not involved in the case to consider the appeal. The Appeals Panel shall consider any written evidence and may decide to interview relevant persons.
- 13.12 The Appeals Board may recommend to the LTQC that:

- a) The appeal should be rejected; or
  - b) The decision of the CAPB be annulled.
- 13.13 The LTQC shall consider the recommendation of the Appeals Panel and take appropriate action.
- 13.14 If the LTQC considers the issue affected more than one student then it may decide to rescind an assessment or part of it.
- 13.15 If the LTQC rescinds the decision of a CAPB, appropriate action shall be considered, including where necessary reconstituting the CAPB to receive new recommendations concerning the assessment of the students(s).
- 13.16 Students should expect the outcome of the Stage 3 Appeal Panel to be advised within **15 working days** of submitting their appeal to the Chair of the LTQC.
- 13.17 After having exhausted the college appeals process, students may have the right to appeal directly to any relevant awarding body (please refer to current awarding body guidance).
- 13.18 Students enrolled on programmes leading to non-regulated qualifications issued by awarding bodies such as SQA or City and Guilds, do not have a further right of appeal to that awarding body.
- 13.19 Students undertaking regulated qualifications (such as SVQs) who remain dissatisfied with the outcome or the way in which their appeal has been handled may appeal to the relevant qualification awarding body. Students registered on SVQs may appeal to SQA Accreditation, however it should be noted SQA Accreditation cannot overturn assessment decisions or academic judgements, but may investigate the effectiveness of the college's and/or SQA's appeals process and request corrective action.
- 13.20 All appeal documents should be retained as appropriate to meet both college and Awarding body retention guidelines – for full details see 'Retention/Disposal of Candidate Evidence and Candidate Records Guidance'.

## FORMAL ACADEMIC APPEAL FORM

## YOUR CONTACT DETAILS

<b>Name:</b>								
<b>Student reference:</b>								
<b>Programme of study/Course:</b>								
<b>Contact address:</b>								
<b>*Email address:</b>								
<b>Contact telephone no:</b>								

\*Please note that, where possible, email communication will be used to correspond with you during the appeals process.

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**1. I wish to appeal against the following academic decision:**

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**2. I base my appeal on the following grounds:**

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**3. I have suffered the following disadvantage as a consequence of the academic decision indicated in 1 above: (if this applies to you)**

**4. I am submitting the documentary evidence listed below to support my appeal:**

*(where appropriate include any additional Statement of Appeal and any evidence of medical or personal circumstances)*

**Signed:**

**Date:**

- Normally, submission should be within **10 working days** of the date of the formal communication that notified you of your results or the decision against which you are appealing (i.e. publication of your results whether by email or in paper form).
- Include any supporting documentary evidence appropriate to the academic appeal.
- Appeals should be submitted to [appeals.moray@uhi.ac.uk](mailto:appeals.moray@uhi.ac.uk) or by hard copy to the Principal's Office.