

Academic Appeals Policy

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Associated Policy:	<ul style="list-style-type: none"> • Assessment Policy QUA26 • College Marked Assessment Procedure QUA24 • BTEC Internal Assessment Procedure QUA25 • Complaints Procedure QUA2 • Mitigating Circumstances Procedure QUA8

1. Aim

- 1.1. Cambridge Regional College (CRC) is committed to ensuring that when staff assess student work for external qualification, this is done fairly, consistently and in accordance with the specification for the qualification, college and awarding organisation rules.
- 1.2. The purpose of this policy is to provide an opportunity for students to appeal against outcomes of assessment for qualifications for which they are enrolled with the College and registered with an awarding organisation by CRC.
- 1.3. Where students have complaints that do **not** directly relate to the assessment, they should utilise the Complaints Procedure (available on the College website)
- 1.4. In response to the Covid-19 pandemic and subsequent lockdowns in 2020 and 2021, Ofqual published an Extraordinary Regulatory Framework (ERF) which set out the ways in which awarding organisations should adapt their assessment policies for Vocational, Technical and Other General Qualifications. The ERF was extended (EERF) for the academic year 2020-2021. Information related to this can be found here:
<https://www.gov.uk/government/publications/extraordinary-regulatory-framework-vtq-covid-19-conditions-and-requirements>
- 1.5. In line with EERF Ofqual outlined changes to appeal processes in relation to qualifications where students were provided with a teacher assessed grade in respect of qualifications due for completion between in the summer of 2021. Information relating to these qualifications can be found at appendix 1 below.

2. Principles

- 2.1. Students may not appeal on the grounds of academic judgement (that is, disagreement with the academic decision of assessors or examiners).
- 2.2. Academic appeals are permitted only where the student believes one of the following four circumstances have occurred:
 - a) Where there is evidence that the assessment was not conducted in accordance with the regulations of the College or with awarding organisation rules
 - b) Where there is evidence that assessment criteria relating to the specific assessment in question were incorrectly applied in arriving at the grade, mark or competency decision awarded (only where an assessment has not been second marked or internally verified)
 - c) There has been a procedural irregularity in the assessment process or material administrative error
 - d) Where the learner believes that their performance was affected by mitigating circumstances beyond their control e.g. illness, for which evidence is provided and accepted as genuine and applicable. In this instance, the learner is advised to first use the Mitigating Circumstances Procedure before an appeal.
- 2.3. Should any of the above circumstances arise, formal appeals must be submitted in writing (or by suitable alternative means), with appropriate evidence to the relevant Director within 10 working days of receipt of marked work, within 5 days of undertaking an examination, and at least two weeks before the end of the last externally assessed paper in the examination series (e.g. the last GCSE written paper in the June GCSE exam series).

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- 2.4. To protect the interests of the students and the integrity of the qualification, the College will:
- 2.4.1. Tell students about academic appeals process at induction and publish it in our Student Handbook, on our website and outside the Exams office
 - 2.4.2. Provide an opportunity to discuss assessment outcomes informally with the learner and to confirm the assessment, internal and external verification process, relevant awarding organisation guidelines and any other guidance with relates to the assessment. (stage 1 – early resolution);
 - 2.4.3. Convene an Academic Appeals Panel to hear the appeal if informal resolution is not achieved. The panel will comprise of the relevant Director, Deputy Director or equivalent, relevant curriculum manager and an independent manager, will sit within 10 working days of receipt of the appeal, and will decide whether the processes used for the assessment or exam conformed to the published requirements of the awarding organisation and/or the examinations code of practice of the QCA (stage 2 – formal);
 - 2.4.4. Inform the candidate in writing of the outcome of the appeal, including any relevant correspondence with the awarding organisation, and any changes made to college procedures
 - 2.4.5. Provide the opportunity for the candidate to have final decision reviewed. Students can request a review of the formal academic appeal process to ensure appropriate procedures were followed and that the decision was reasonable (stage 3 – review);
 - 2.4.6. Take appropriate action to protect the interests of other students and the integrity of the qualification if the outcome of any appeal warrants such action;
 - 2.4.7. Retain records of appeals in line with relevant awarding organisation guidance; all Academic Appeals and notes and outcomes of panel meetings will be forwarded to the Quality team for their records.
 - 2.4.8. Monitor the content of appeals to inform quality improvement.

Appendix 1: Appeals in relation to qualifications awarded under the Covid-19 Ofqual Extended Extraordinary Regulatory Framework (EERF)

1. Cambridge Regional College (CRC) is committed to ensuring that when staff assess student work for external qualifications, this is done fairly, consistently and in accordance with the specification for the qualification, college and awarding organisation rules. In this case, this appendix relates directly to the guidance provided by Ofqual, JCQ and each Awarding Organisation for the purpose of the process of providing calculated grades during the summer of 2021. More information can be found here: [JCQ Appeals-Guidance Summer-2021.pdf](#)
2. This appendix outlines the opportunities for students to appeal against outcomes of assessment for qualifications for which they are enrolled with the College, registered with an awarding organisation by CRC, and were provided with a calculated grade in line with the Ofqual Extraordinary Regulatory Framework during summer of 2021.
3. For qualifications assessed in the academic year 2020/21 there is a two-stage appeals process. Stage one is a 'Centre Review' which will be carried out by the College. Stage two is an appeal to the awarding organisation. A stage two appeal can only be carried out after they have received the outcome of their centre review and after the publication of results.
4. An appeal can only be made against a result that has been issued. Any student who believes that the centre's decision to withdraw an entry due to insufficient evidence on which to determine a Teacher Assessed Grade, or not to make an entry in the first place, must raise concerns through the College complaints process. Any continuing concerns following completion of the College complaints process may be subsequently raised through the awarding organisations complaints process.
5. Appeals should be made in writing to the Head of Quality Improvement; information about how to do this, and the timescales in which this can be done are published on the College website www.camre.ac.uk.
6. Where students have complaints that do not directly relate to the assessment, they should utilise the Complaints Procedure (available on the College website).

Document history

Date	Issue number	Change/Comments	Date Approved	Approved by
2009	1	No change		
2010	1	No change		
2011	1	Author updated to Quality Manager		
2012	1	Reviewed Oct 2012 – No change	3/10/2012	Stephen Stackhouse
2013	1	Reviewed Oct 2013 – No change	1/10/2013	Stephen Stackhouse
2014	1	Reviewed minor change: “ten working days from ten days ² ”	12/6/2014	Corrin Hoyes
2015	2	Reviewed substantial changes to include : <ul style="list-style-type: none"> • Appeals for examination added • Change in wording to describe the review stage to clearly highlight three stages within the process 	Dec 2015	
2016	3	Substantial changes following review; equality impact re-assessment carried out.	26/7/2016	Director of Quality
2017	4	Review and minor editing (his/her replaced with they)	20/7/2017	Director of Quality
2018	4	Annual review – no changes	11/9/2018	Director of Quality
2019	4	Annual review – one minor typo correction	7/3/2019	Head of Quality Improvement
2019	4	Annual review – amended job titles and students to “students”	30/8/2019	Assistant Principal Quality Improvement
2019	5	Updated reasons for appeal (para 2.2b)	12/11/2019	Assistant Principal Quality Improvement
2020	6	Added Extraordinary Regulatory Framework appendix	6/7/2020	Head of Quality Improvement
2021	6.2	Updated Extraordinary Regulatory Framework appendix	15/02/2021	Head of Quality Improvement
2021	7	Updated EERF appendix following publication of appeals guidance from JCQ	21/07/2021	Vice Principal Quality Improvement



Contact Us
enquiry@camre.ac.uk