

Academic Appeals Policy & Procedure

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Originator title:	Vice Principal Quality Improvement	
Author:	Director of Quality	
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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 QUA22 • Mitigating Circumstances Procedure QUA8 • Reasonable Adjustments for Examinations Policy EXA7 	

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 and procedure 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)

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). In the case of external assessments and examinations, the system for appeal is in accordance with the regulations and procedures of the relevant awarding organisation and should be addressed to the Exams Manager as per the Exams Policy EXA13.
- 2.2. Academic appeals are permitted only where the student believes one of the following 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.
 - e) Where the learner believes that their performance was affected by centre decisions relating to access arrangements and special consideration.
- 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 Director of Quality within 10 working days of receipt of marked work.
- 2.4. To protect the interests of the students and the integrity of the qualification, the College will:
 - 2.4.1. Tell students about the 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 quality assurance process, relevant awarding organisation guidelines and any other guidance with relates to the assessment. This conversation will be recorded in course files for the academic year. (stage 1 - early resolution).
 - 2.4.3. If resolution is not reached the academic appeals process will move to the next stage and the College will convene an Academic Appeals Panel to hear the appeal if informal resolution is not achieved. The panel will comprise of the Director of Quality Head of Department, a lead internal verifier and/or a Team Leader and will sit within 10 working days of receipt of the

- appeal, and will decide whether the processes used for the assessment conformed to the published requirements of the awarding organisation and/or Ofqual (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 the 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). This will be undertaken by an independent Director/Deputy Principal.
 - 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 kept by the Quality team for their records.
 - 2.4.8. Monitor the content of appeals to inform quality improvement and ensure the appeals procedure is effective to enhance the student experience.
- 2.5 If the learner is still dissatisfied with the outcome of the review, they should contact the awarding organisation. The student will be informed that they have completed CRC's procedure for academic appeals. If the appeal remains unresolved, the student can raise their appeal to the Office of Qualifications and Examinations Regulation (Ofqual) whose decision will be final.

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”	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
2022	8	Removal of reference to EERF and appendix 1. Updated appeals panel members.	28/07/2022	Quality Assurance Manager
2022	9	Included appeals on the grounds of centre decisions relating to access arrangements and special consideration.	02/11/2022	Quality Assurance Manager
2023	10	Updated the policy to include the procedure and ensure parity with the Exams Policy	24/08/2023	Director of Quality



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