



Assessment Appeals

Procedure 2024 - 2025

Quality Managers

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1. Purpose

- 1.1 This document sets out City of Wolverhampton College procedures for assessment appeals for all qualifications, including Apprenticeship and Higher Education (HE) provision.

2. Procedure

- 2.1 Assessment Appeal procedures will provide fair processes, which meet requirements fairly, irrespective of a student's or apprentice's race, ethnicity, gender, sexual orientation, age, disciplinary, religion or beliefs and offers the appropriate support and guidance for all to access opportunities in this way.
- 2.2 All students and apprentices have the right to appeal the outcome of an assessment.
- 2.3 The College Assessment Appeals Procedure will be explained to students and apprentices during induction or a review and should be made accessible.
- 2.4 Where the College works in partnership with others, such as a university, procedures should initially be followed for qualifications awarded by these institutes.
- 2.5 In exceptional circumstances, for example in an pandemic, these procedures may be adjusted slightly due to working restrictions.
- 2.6 The Assessment Appeals Procedure has 4 stages:
1. Informal stage
 2. Formal Appeal
 3. Appeals Panel
 4. Referral to Awarding Organisation
- 2.7 **Stage 1 – Informal Stage**
- 2.7.1 A student or apprentice who wishes to appeal against an assessment decision should, in the first instance, discuss the matter with the member of delivery staff concerned within five working days of receiving the feedback. Wherever possible the member of staff and the student or apprentice should come to a mutually agreed decision concerning the assessment.
- 2.7.2 The meeting between the member of delivery staff and the student or apprentice should be formally recorded.
- 2.8 **Stage 2 – Formal Appeal**
- 2.8.1 If the student or apprentice is still dissatisfied after completion of Stage One, then he/she may make a formal appeal against the assessment decision within five working days of the outcome of the Informal Stage.
- 2.8.2 The student or apprentice will notify in writing to the appropriate Head that they are dissatisfied after the completion of Stage One. This member of staff will

arrange a meeting where the Internal Quality Assurer (IQA) will review all evidence and assessment records in order to consider the appeal.

2.8.3 The Internal Quality Assurer (IQA) should formally record findings following the review of all evidence and assessment records. This is shared with the Head of Faculty, who will inform the student or apprentice of the outcome within five working days of the receipt from the review outcome.

2.8.4 If the student or apprentice remains dissatisfied after completion of Stage Two, then he/she may make an appeal to be heard at an Appeals Panel. The student or apprentice will notify in writing to an Assistant Principal or another member of EMT, of this request within five working days of the outcome of the Formal Stage.

2.8.5 Details of the request and outcome should be shared for recording purposes with Quality Managers.

2.9 Stage 3 – Appeals Panel

2.9.1 On receipt of the appeal request, an Appeal Panel organised within 10 working days. Members of the Appeals Panel are:

- Assistant Principal or another member of EMT (Chair) and a Quality Manager
- A Lead Internal Quality Assurer
- Plus, one other with relevant vocational/academic expertise

2.9.2 The student or apprentice and the original delivery member of staff who assessed should be invited to attend. The student or apprentice may be accompanied by another student or apprentice, parent, or carer for support. Non-attendance of the student or apprentice should not invalidate the proceedings.

2.9.3 The student or apprentice and the member of staff will be required to submit evidence to support their case to the Appeals Panel who subsequently will decide on a course of action which may be the following:

- Upholding the decision of the original the member of delivery staff
- Require re-assessment of work by an alternative the member of delivery staff

2.9.4 The Appeal Panel should be formally recorded.

2.9.5 The decision of the appeal will be notified to the student or apprentice in writing within five working days of the Appeal Hearing.

2.9.6 Details of the Appeal and outcome will be recorded by Quality.

2.10 Stage 4 – Referral to Awarding Organisation

2.10.1 Where a student or apprentice is still dissatisfied with the outcome of the Appeals Panel, the student or apprentice may appeal to the AO.

2.10.2 A failed appeal against an assessment decision will not disbar a student or apprentice from making a formal complaint under the appropriate Complaints Policy and Procedures.

2.11 A summary of appeals will be recorded.