



Appeals Procedure

INTRODUCTION

If you feel that any of your work has been assessed inaccurately or unfairly by one of your tutors, you may use the College Appeals Procedure to have this work reassessed. You should start this process as soon as possible and certainly within 10 days.

Grounds for Appeal

A learner/candidate would have grounds for appeal against an assessment decision in the following situations.

- a) The work is not assessed according to the set criteria or the criteria are ambiguous.
- b) The final grade of the work does not match the criteria set for grade boundaries or the grade boundaries are not sufficiently defined.
- c) The internal verification procedure contradicts the assessment grades awarded.
- d) There is evidence of preferential treatment towards other learners/candidates.
- e) The conduct of the assessment did not conform to the published requirements of the Awarding Body
- f) Valid, agreed, extenuating circumstances were not taken into account at the time of assessment, which the Academy was aware of prior to the submission deadline.
- g) An appeal is in relation to up to one unit of competence only.

How to lodge an Appeal

When writing an appeal please state following:

- your name, address for correspondence and daytime telephone number
- the name of your assessor
- why you are appealing
- the element or unit to which the appeal relates
- where and when the disputed assessment took place

Outcomes of an Appeal

These can be:

- Confirmation of the original decision
- Instructions that the competence be reassessed by the same or a different assessor



- A judgement that the evidence presented is an adequate demonstration of competence and a recommendation that the assessment decision be reconsidered.

This is the process which will be used:

Stage 1

You should first of all appeal to the tutor or assessor who made the original decision and who provided you with feedback. The assessor will discuss with you the reasons for making their assessment decision.

Stage 2

If you are still not satisfied with this decision, your tutor or assessor will refer the matter to their nominated internal verifier for your programme of study.

This person will re-assess your work against the standards set by the Awarding Body and will communicate their decision to you and to your tutor or assessor.

Stage 3

If you are still not satisfied with this decision, the internal verifier will refer the matter to the Head of Centre.

The decision of the Head of Centre will be final as far as the PHA is concerned.

Stage 4

If you are still not satisfied with this decision, you have the right to contact the Awarding Body for your qualification and request that they investigate the matter further