

Appeals Policy Procedure

Policy Context

Promoted during the sign-up process, this policy will form part the Induction Process for all learners and will be accessible through their learner handbooks. Internal Stakeholders will be able to access the policy through the shared drive and all stakeholders will be able to access it through Runway's Website. All staff will be made aware of the policy at Induction, and it will form part of LAAT's Mandatory training. Additional training/updates will be given as and when needed. This policy will be reviewed on a yearly basis or sooner if legislation/organisational changes impact on the content of this policy.

All learners are entitled to appeal against an assessment decision or grade in accordance with the Academy procedure, which complies with the requirements of relevant awarding bodies and relevant regulatory authorities. The assessment process is intended to be planned, transparent, appropriate and fair. The appeals system allows learners who believe that the system does not live up to these aspirations a process within which they can challenge it.

Objectives

- Staff and learners are partners in the learning and assessment process
- Assessment and verification should be undertaken in line with the relevant awarding body requirements
- The involvement of staff in the assessment appeal procedure shall comply with the requirements of the relevant awarding body.
- Equal opportunities for all learners

Scope

This policy applies to all students and staff at LAAT, for all appeals relating to assessments refer to the awarding body procedures.

Grounds for Appeals

- That there were alleged irregularities in the conduct of the assessment. For example, inaccurate marking alleged discrimination or unfairness.
- That there were circumstances affecting the candidate, which the LAAT staff responsible for the assessment were unaware of and which may reasonably be considered to have affected the candidate's performance in the assessment.

- Where assessment decisions made internally contribute to gaining an award by a candidate, assessment decisions must be confirmed by the Lead IV or IQA. Until this confirmation is given, there can be no appeal.

Responsibilities

Students

- The appeals procedure can only be invoked by the individual whose work is the subject of the disputed decision, i.e., a third party cannot be involved.

Tutor/Assessor

- Ensure learners are informed of the assessment methodologies used within the programme and the grading system for the qualification.
- Ensure learners are aware of and understand the procedures for appealing.
- Follow the appeals procedure as stated below.

Academic Head

- Provide advice and guidance to all staff and students on the appeals procedures as required.
- Make arrangements for and chair the stage 3 appeals panel as described below.
- Review these procedures annually.

The Appeals Procedure

Wherever possible, the dispute should be resolved within the course team without recourse to the formal appeals procedure. Candidates also have the opportunity to appeal externally to the awarding body by following academy procedures or the awarding body guidance. Where the LAAT supports the appeal will be received from the Quality Manager.

Stage 1- Informal Review

- The Assessor should fully explain the assessment process and how the grading was determined.
- The Assessor may, if appropriate, allow the student to resubmit work by an agreed deadline within the constraints of the awarding body.

If the student is dissatisfied, the Assessor should ensure that the student has a copy of the appeals procedure and knows the names of the staff who may be involved in the appeals

Stage 2- Formal Request

- If the dispute cannot be resolved informally, the candidate may appeal to the Head of Department in writing. This will be within five working days of the notification of the failure to resolve the dispute informally. A written record of the request, dated and signed, should be placed in the student's file/recorded.
- The Head of Department shall then make arrangements for the work to be independently re-assessed by another assessor and IV.
- A written record of the agreed second marking of the assessment, giving as complete explanation as possible, should be signed by the Internal Verifier and second Assessor. A copy should be given to the student, and a further copy should be placed in the learner's file.


Stage 3-Appeal

- If the student is not satisfied with the outcome of Stage 2, they should lodge an appeal with the Academic Head or Centre Manager within five working days of receipt of the outcome of Stage 2. A copy of the appeal shall be placed in the student's file/recorded.
- The quality manager will make arrangements for an appeals panel within ten working days of receiving the appeal
- The appeals panel will be composed of:
 - The candidate's Head of Department
 - The Lead IV or, if there is no Lead IV, then Internal Verifier.
 - The Academic Head or Centre Manager
- Where there is a conflict of interest, the Lead Internal Verifier or another Head of Department may replace any member of the panel.
- The appeals panel will receive evidence from the candidate and staff member(s) involved and from other sources which it considers relevant to the disputed decision. The panel should consider all the evidence, including the original assessment and re-assessment.
- The panel will consider the appeal in private and will inform the candidate and staff member(s) in writing of the panel's decision. If the panel cannot reach a decision and require further information, all parties will be informed of this within three working days.

- The outcome of the appeal may be as follows:
 - The panel may confirm the original assessment decision.
 - Where the grounds on which the appeal was sought are upheld, that is, where irregularities in the conduct of the assessment are found, or where there were circumstances affecting the candidate's performance, the panel may declare the assessment invalid and either:
 - Permit re-assessment of the original piece of work, or the student may submit an amended piece of work if the awarding body agrees.
- A signed and dated record of the panel's decision should be given to the student within five working days of the meeting, and a further copy should be placed in the student's file.
- The panel may make conditions with which the Assessor and/or candidate must comply in the future.
- The panel may recommend to the Senior Leadership team through the Academic Head/Centre Manager for future assessment or appeals procedures.
- A record of all appeals proceedings and outcomes must be kept centrally.
- LAAT will inform the awarding body of the outcome of the appeal if it has implications for the centre's result

Further Action

- If the student is dissatisfied with the outcome of Stage 3, he/she may use the relevant Awarding Body Appeals/complaints procedure.
- If the complaint is not resolved, the learner can appeal to the appropriate awarding body in academic disputes.
- If the appeal panel agrees that this is appropriate and supports the appeal, LAAT will fund the 'Enquiry about Results' (EaR). However, if not, and the student disputes the results, the student will have to fund the request for an appeal.

Signed	
Title	Director of LAAT
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