

# Appeals Against Assessment Decisions Policy and Procedure

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## Document Control

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## Contents

Section	Section Title	Page Number
1	Policy Statement	3
2	Scope	3
3	Purpose	3
4	Introduction	4
5	Procedure	4
6	Document Retention and Secure Storage	6
7	Linked Policies	6
8	Appendix 1: Appeals Form	7

## 1. Policy Statement

BSA operates a robust system of internal quality assurance to validate fair assessment that complies with awarding body requirements. It is recognised that there may be instances where a student or group of students are unhappy with an assessment decision.

This policy and procedure should be used by any student if they believe they have reasonable justification to do so.

The policy aims to:

- Reach a resolution at the earliest opportunity
- Standardise and record any appeal to ensure openness and fairness
- Facilitate a student's ultimate right of appeal to an awarding body if BSA believes there is grounds to do so
- Protect the interests of all students and the integrity of BSA and the qualification

## 2. Scope

This policy applies to all students studying with Blackpool Skills Academy, and covers all appeals made by students that relate to assessment processes. This policy and procedure takes into consideration any relevant national standards and/or awarding organization requirements.

This policy and procedure will also include information on reasonable adjustment and special considerations and document retention and secure storage.

## 3. Purpose

BSA is committed to providing high quality learning and teaching for all students with assessments being carried out in a fair, consistent and reliable manner. This policy and procedure is in place to provide students with the mechanism to enquire, question and/or appeal against an assessment decision.

Appeals against assessment decisions are considered on the following grounds:

- a) The assessment/examination procedures have not been conducted in accordance with approved regulations
- b) There has been some material administrative error or irregularity
- c) The Assessor/Assessment Board has been unaware of extenuating circumstances which might have adversely affected the student's performance.
- d) Unfair discrimination is alleged

## 4. Introduction

Assessment plays a very important part in supporting student progress in the development of the required knowledge, skills and behaviours within any qualification or standard and must take place throughout the length of any programme.

Tutors must ensure that:

- they are working to the most up to date awarding body standards and keep themselves up to date with any awarding body developments and updates
- students are registered with the relevant awarding body prior to any assessment taking there are assessment plans in place for every qualification or standard being delivered that can be adapted for any given group or student
- that every assessment plan has been internally quality assured
- assessment plans follow awarding body requirements
- assessment decisions within competence-based qualifications will be countersigned by a qualified tutor/assessor if the primary tutor/assessor is unqualified. (where applicable)
- all students are aware of the Appeals Against Assessment Decisions Policy and Procedure during induction

## 5. Procedure

### 5.1 Appeals Procedure: Internal Assessment

The appeals procedure involves three stages:

Stage 1: Early Resolution

Stage 2: Formal

Stage 3: Review

#### Stage 1: Early Resolution

1. If a student wishes to make an appeal relating to an assessment, the matter should be raised initially with the relevant tutor/assessor. In the first instance this should be raised verbally within five working days of notification of the assessment decision.
2. The tutor/assessor will attempt to resolve the appeal informally with the student, consider the information provided and advise the student of the decision. The decision will normally be communicated to the complainant verbally, within five working days of the appeal being raised.
3. If, once the decision has been communicated, the student is still dissatisfied with the decision, they may progress the appeal to Stage 2 of the procedure.

## Stage 2: Formal

1. If the student wishes to progress the appeal from stage 1 they must complete an Assessment Appeal Form (Appendix 1) within 10 working days after receiving the outcome at Stage 1. The completed form must be submitted via [David.hodge@blackpoolskillsacademy.co.uk](mailto:David.hodge@blackpoolskillsacademy.co.uk) or submitted via Reception for the attention of the Lead Internal Quality Assurer (LIQA).
2. Once the Assessment Appeal form has been received the LIQA will undertake an initial evaluation to check that the assessment appeal is submitted under the correct procedure and falls within the grounds upon which an appeal can be made, is submitted within the correct timescales and in the required format. This process may result in:
  - The student being referred to a different procedure
  - The assessment appeal proceeding to formal consideration
  - The assessment appeal being rejected because it is not made under the permissible grounds outlined in Section 3. Where some parts of the student's assessment appeal fall outside the permissible grounds, this will be explained to the student
3. Where the LIQA finds there are no grounds for an assessment appeal, they will provide the justification for this decision in writing within 5 working days and will advise as to whether it falls within scope of other BSA policies or procedures, such as the complaints procedure.
4. If the appeal satisfies the criteria as set out in Section 3, the LIQA attempt to resolve the case to the student's satisfaction without an appeal hearing. The LIQA will report back to the student within 10 working days.

## Stage 3: Review

Before proceeding to Stage 3, the student must have exhausted the requirements of Stage 1 and 2.

1. If a student is not satisfied with the outcomes of Stage 2 of the Appeals Procedure may then proceed to Stage 3 by appealing in writing to the Head of Centre, within 5 working days of receipt of the outcome of Stage 2.
2. An Appeal Board will be convened, normally within 7 working days and will comprise of the Head of Centre and 2 independent members of staff. This panel will not include staff who have considered the appeal at an earlier stage.
3. If the student or representative does not attend the Appeals Board, the board may continue to consider the appeal in the student's absence. The board may, if it wishes, adjourn the meeting if reasonable grounds for non-attendance have been provided (e.g. sickness absence)
4. The decision of the Curriculum Area Appeals Boards will be communicated in writing, via a formal report, to the student and Quality and Standards normally within 7 days.
5. Where the Board upholds the original assessment

## **6. Document Retention and Secure Storage**

Student evidence and records of assessment will be held in a safe and secure location, either within the students OneFile eportfolio or paper copies will be held in a lockable unit.

All information relating to assessments, internal quality assurance and training will be held for a minimum of 7 years from the date of certification. Student portfolios will be kept for a minimum of 3 years.

## **7. Linked Policies**

- Compliments and Complaints Policy
- Awarding body specific guidance

## **8. Appendix 1**

### Appeal Against Assessment Decision Form

Submission of this form initiates the formal stage of the Blackpool Skills Academy Appeals against Assessment Decisions procedure.

Before submitting a formal appeal you should have attempted to resolve the appeal informally by discussing the matter with your tutor/assessor to better understand the reason for the result or decision against which you wish to appeal. If the informal discussions have not resolved your concerns, you may invoke the procedure.

You may also seek advice and guidance from your Tutor.

**Note:**

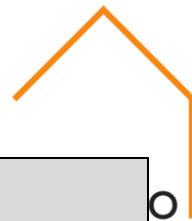
- You are responsible for submitting your own appeal. An appeal submitted by a third party will not be accepted unless BSA has received your written permission to do so
- The Appeal Form must be submitted to [David.hodge@blackpoolskillsacademy.co.uk](mailto:David.hodge@blackpoolskillsacademy.co.uk) or handed in at reception within 10 working days of receiving notification of the outcome of the appeal at Stage 1
- The Appeal document should be completed in full
- Any evidence in support of the appeal should also be included

**Your Details**

Full Name		
Student Number		
Programme of Study		
Year of Study		
Address for Correspondence		
Contact Tel No:		Mobile:
*Student email address		

**About Your Appeal**

**(A) Please state clearly the assessment decision you are appealing against**



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**(B) Please tick the box(es) below to indicate the grounds for your appeal**

1. The assessment/examination procedures have not been conducted in accordance with the approved regulations	
2. A material administrative error or irregularity has occurred	
3. The Assessor/Assessment Board has been unaware of extenuating circumstances which may have adversely affected my academic performance	
4. Unfair discrimination is alleged	

**(C) Please indicate the supporting evidence you are submitting in support of your appeal (e.g. medical certificate, emails and other correspondence)**

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**(D) Please indicate without prejudice, what outcome you are expecting to see as a result of your appeal (e.g. "I would like the opportunity to re-take my assignment/examination")**

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**Declaration:**

I declare that the information given in this form is true. I confirm that I have



completed the informal appeal stage and have consulted the Procedure before completing the form.

**Signed:**

**Date:**

**Note:**

- BSA will endeavour to maintain confidentiality in relation to your appeal, but in order for this to be considered fully, the content will need to be disclosed to members of BSA staff who are involved in enacting the procedure as well as BSA staff whose involvement may be required to respond to the issues you have raised
- By signing the declaration above you are consenting to the sharing of information relevant to the appeal within BSA at all stages of the procedure