

2023
V3

ACADEMIC AND VOCATIONAL APPEALS POLICY

PROCEDURES

Solution



Plan

Constraint

Introduction

If a learner is dissatisfied with an assessment outcome they have the right to appeal. The Appeals Procedure has been created to provide an effective system to deal with disputed outcomes of assessment and grading. Learners on all courses at the college should be made aware that an appeals procedure exists and how it works at induction, reminded to them within workshops or the learner handbook. The appeals procedure will only vary according to specific awarding body requirements.

Policy Statement

The main reasons for an appeal are likely to be:

- The learner does not understand why they are not yet regarded as competent, due to lack of unclear feedback from the Tutor/Assessor.
- The learner believes they are competent and that the Assessor has misjudged their ability.
- The procedure in which they were assessed was not followed in line with the Awarding Body guidelines or Debut's Assessment Policy
- The Assessment was deemed a pass but the grade awarded was lower than the expected grade.

Scope of the Policy

- A learner should first talk to their Assessor to try and clarify the problem.
- If no solution can be found, the learner should submit a written appeal to the Lead Internal Quality Assurer (IQA) within 10 days.
- The Lead IQA will carry out an investigation and inform the relevant parties with 15 days. At this stage the appeal may be resolved.
- If after informal discussion with the Lead IQA, the learner wishes to make a formal appeal, the learner must ask the Lead IQA for a re-assessment. The re-assessment will be carried out by an independent Assessor within 10 days.
- The outcome of the appeal may be:
 1. Confirmation of the original decision
 2. Re-assessment by an independent Assessor
 3. A judgement that adequate evidence has been shown
 4. An opportunity to resubmit for assessment with an agreed timescale

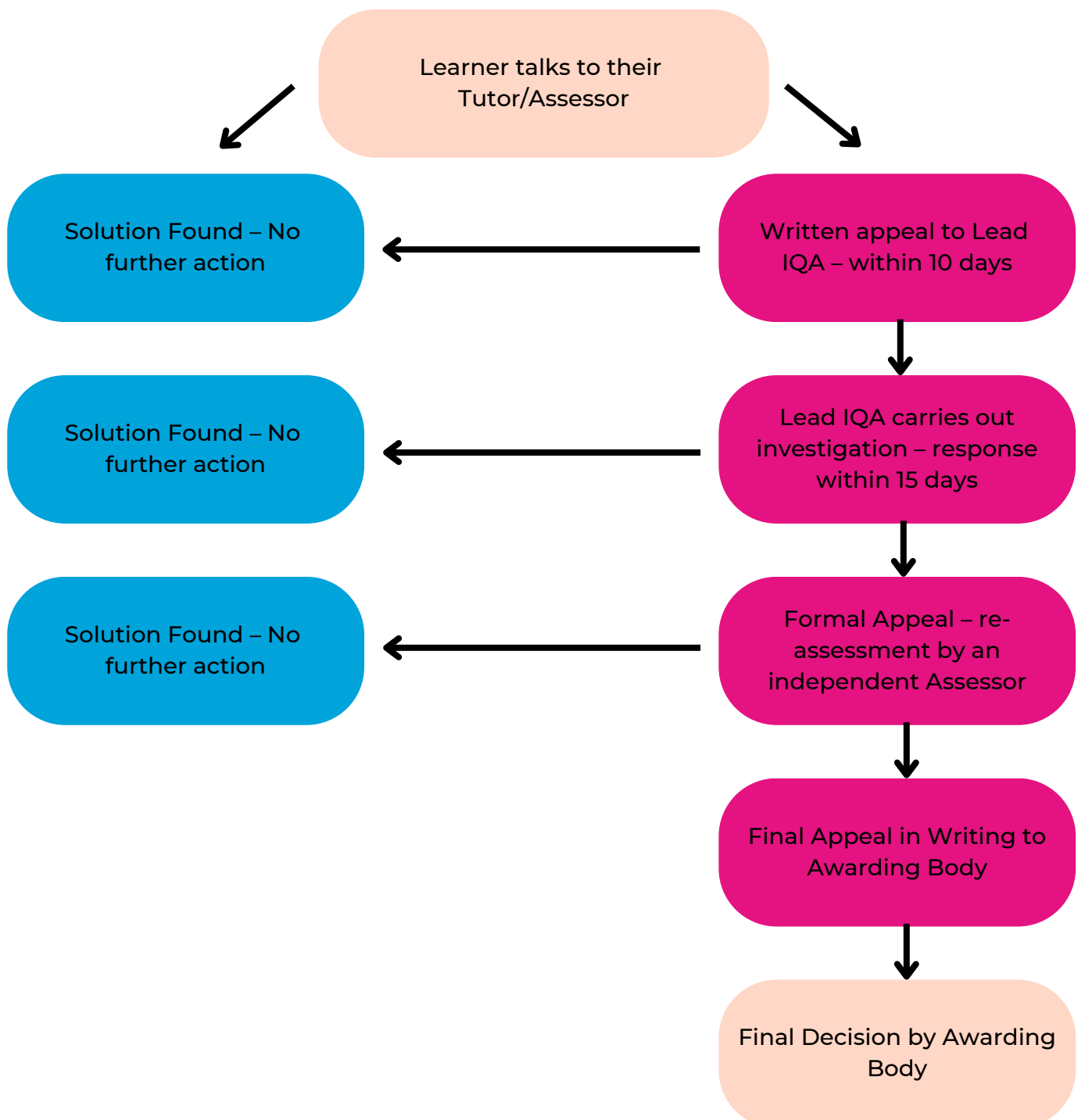
If the appeal is still not resolved, an appeal must be submitted in writing to the Awarding Body Organisation. If this is required, the IQA must obtain an appeal form from the Awarding Body and follow the guidelines for completion.

5. The Awarding Organisation will inform the IQA of their decision - their decision is final

Equality & Diversity

The right to appeal is available to all learners, irrespective of how their course was paid for, the level or nature of their course or specific assessment. All appeals raised with the Lead IQA will be dealt with in a fair, full and expedited manner in order to resolve any dispute and provide feedback to the learner quickly and efficiently.

The Appeals Process Diagram



Responsibility and Authority

Debut Training Academy has ultimate responsibility for all learners to ensure they all have opportunities to make academic and vocational appeals if they need to and will ensure that the arrangements for overseeing this are effective, robust and reviewed on a regular basis. As such four senior members of staff have been designated as key personnel:

The designated personnel are:

Kersti Harding - Business Development Director
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Kailea Walsh - IQA & Quality Lead
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Outcome of Original Assessment Decision Upheld

If the outcome of an investigation proves the decision was upheld then the learner will be provided all facts relating to the investigation decision in writing.

Outcome of Original Assessment Decision not Upheld

If the outcome of an investigation proves that the initial assessment decision was incorrect then the Assessor and learner will be notified of all facts relating to the investigation in writing. The Assessor in question will be provided with mentor training to rectify any areas of their Assessment grading knowledge. They will also undertake observations by a peer Assessor or IQA in the following three months, until it is confirmed that all future assessments meet quality standards of the Center.

Moderation

Debut has standardised grading criteria and Assessors and the Center IQA are trained on the specific criteria relating to competence and level of competence.

The Head of Teaching & Learning and Lead IQA ensure that regular moderation of quality of learner work, feedback, marking grades and practical assessment is carried out across the centre and sampling of cohort work is carried out regularly to ensure consistency and accuracy.

Linked Policies

Please refer to Debut's linked policies below for additional information regarding Access to Fair Assessment Policy:

- Access to Fair Assessment & Appeals Policy
- Academic Work Completion & Plagiarism Policy
- Complaints Policy
- Data Protection Policy
- Equal Opportunities & Inclusion Policy
- Health & Safety Policy
- Internal Quality Assurance Policy
- Learner Safeguarding & Safeguarding Vulnerable Adults Policy
- Meetings Policy
- NVQ Course Registration, RPL & Sign Off Policy
- Observation of Teaching, Learning & Assessment Policy
- Prevent Policy
- Promoting Fundamental British Values Policy
- Quality Assurance Policy
- Risk Management Policy
- Staff Confidentiality Policy
- Teaching & Learning Policy

Policy Revision

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