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**ACADEMIC
APPEALS
POLICY**

IFD COLLEGE

ACADEMIC APPEALS: POLICY AND PROCEDURES

INTRODUCTION

1. The College is a provider of learning services to students who in this regard are customers. The College Charter sets out the general framework for service standards. More specifically this policy paper sets out the procedures for appeals against assessment decisions. As a provider of services the College has a responsibility to ensure there is a mechanism for supporting those students who wish to query the outcome of one of those services.

POLICY

2. Where it is in the College's authority an appeal can be made against:
 - any grade awarded for work that contributes towards final assessment;
 - any mark awarded internally that affects transfer between courses;
 - final grade awarded where it is within the College's authority or responsibility to hear such appeals.

PROCEDURE

Grounds

3. Students/candidates would normally appeal on the following grounds, including for example:
 - the conduct of the assessment;
 - the adequacy of the range, nature and comprehensiveness of the evidence when set against the stated marking criteria or published national standards;
 - the adequacy of the opportunities offered in order to demonstrate competence.

Timescale

4. An appeal against an individual assessment grade or competence normally must be made within 2 working weeks of the student receiving notification of the grade.
5. An appeal against a final grade or competence awarded must be made within 2 weeks of formal notification of grade.

Outcomes

6. The outcomes of an appeal may be:
 - confirmation of original decision;
 - reassessment should take place.

Sequence

Stage 1 Informal Appeal

7. The student should discuss the grade in question with the member of staff responsible for awarding the grade or competence assessment. Notification of this meeting should be given to the Chairman of College Governors.
8. The member of staff should respond to the appeal within 3 working days.
9. If the appeal is not resolved satisfactorily at this point, the student should put the appeal in writing to the Internal Verifier or Subject or Course Co-ordinator as appropriate.

Stage 2 Formal Appeal begins

10. The internal Verifier, Course Tutor and the original assessor should hold a meeting within 5 working days. The student may be accompanied by a relative/friend.
11. The decision should be given to the student and his/her relative/friend within 5 working days from the conclusion of the meeting. A copy of all paperwork will be sent to the Chairman of College Governors.

Stage 3

12. The Chairman of College Governors should hold a meeting within 5 working days. The student may be accompanied by a relative/friend.
13. The decision should be given, in writing, to the student and his/her relative/friend within 5 working days from the conclusion of the hearing. A copy of all paperwork relating to the grievance will be sent to the Chief Executive.
14. Where the appeal relates to the Chairman of College Governors, then Stage 4 applies.
15. If the grievance remains unresolved at Stage 3, the student should progress to Stage 4 within 10 days of receiving the response.

Stage 4

A panel of three will be convened by the Deputy Chief Executive to conduct a Stage 4 hearing. The panel will comprise any three of:

- The Chief Executive
- The Deputy Chief Executive
- A College Governor not previously involved in the appeal

16. A formal meeting will be held with the student and his/her relative/friend within 5 working days of notification. At the end of the meeting, the student will be informed of the decision. This will be confirmed in writing.
17. The panel's decision will be given in writing to the student and his/her relative/friend and to the Chief Executive and the Deputy Chief Executive (Curriculum and Quality) within 5 working days of the conclusion of the meeting. This is the final stage of the procedure.

Note: The relative/friend who accompanies the student may be his/her parent, guardian, partner, employer or a representative of the Students' Association.