

IFD COLLEGE ACADEMIC APPEALS POLICY

INTRODUCTION

The College is a provider of learning services to students who in this regard are customers. The College Assessment and Verification/Quality Assurance Strategy sets out the general framework for standards. More specifically this policy 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

Where it is in the College's authority an appeal can be made against:

- any decision made that contributes towards final assessment
- any final assessment decision where it is within the College's authority or responsibility to hear such appeals

PROCEDURE

Grounds

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

An appeal against an individual assessment decision normally must be made within 2 working weeks of the student receiving notification of the assessment decision.

An appeal against a summative assessment decision must be made within 2 weeks of formal notification of the assessment decision.

Outcomes

The outcomes of an appeal may be:

- confirmation of original decision
- Reassessment should take place

SEQUENCE

Stage 1

1. If the appeal is not resolved satisfactorily at this point, the student should put the appeal in writing to the Internal Verifier/Quality Assurer or Course Tutor as appropriate.

Stage 2 Formal Appeal begins

2. The Internal Verifier/Quality Assurer, Course Tutor and the original assessor should hold a meeting within 14 working days. The student may be accompanied by a relative/friend.
3. 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

4. The Chairman of College Governors should hold a meeting within 14 working days. The student may be accompanied by a relative/friend.
5. 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 Awarding Organisation.
6. Where the appeal relates to the Chairman of College Governors, then the chairman will be replaced by another Governor.

If the grievance remains unresolved at Stage 3, the student should progress to Stage 4 within 10 days of receiving the response

Stage 4

7. The grievance will be referred to the Awarding Organisation.

Note: The relative/friend who accompanies the student may be his/her parent, guardian, partner or employer.

This policy was approved by the IFD College Governors on 1st December 2018

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