

IBCM Assessment Appeals Policy and Procedures

1.0 Purpose

The purpose of this document is to set out the mechanisms by which learners can enquire about, question or appeal against an assessment decision.

- To facilitate agreement between the learner and the assessor at the earliest possible opportunity
- To standardise and record any appeal to ensure openness and fairness
- To facilitate a learner's ultimate right of appeal to the Awarding Body where appropriate
- To protect the interests of all learners and the integrity of the qualification

2.0 Scope

- This policy applies to all accredited qualifications assessed internally at IBCM including assignment based and examinations. It does not cover work marked externally by the awarding body.
- The policy does not cover complaints other than those about assessment decisions.

3.0 Responsibilities

- **Learner:** Responsible for initiating the appeals procedure in the required format, within a defined time frame, when he/she has reason to question an assessment decision
- **Assessor:** Responsible for providing clear achievement feedback to learners. If assessment decisions are questioned, the Assessor is responsible for processing the learner's appeal within the agreed time.
- **Internal Verifier/Lead Internal Verifier:** Responsible for judging whether assessment decisions are valid, fair and unbiased. If feedback decisions are questioned, the Assessor is responsible for processing the learner's appeal within the agreed time.

- **Academic & Quality Manger/Principal:** Responsible for hearing the formal appeal if unresolved after examination by the Internal Verifier (IQA) and submitting the appeal, in writing, to the awarding body if the learner remains dissatisfied with the outcome of the internal appeals procedures.

4.0 Appeals Principles and Practice

4.1 Appeals Documentation

- The learner will be informed, at induction, of the Appeals Policy and Procedure. A copy of the information will be stored within the student handbook.
- The centre will record and track all stages of any appeal and will keep records for inspection by the Awarding Body for a minimum of 2 years.
- Learners will be provided with written records of the outcome of the appeal (see appeals process below)

4.2 Appeals Principles

- All learners have the right to appeal an assessment decision. They must have adequate grounds to feel that they have been unfairly disadvantaged by the decision and be able to provide evidence to support their case (related to the standards for their qualification)
- Learners must have satisfied all the requirements for their unit/qualification in order to make the appeal. For example, they must have completed the required Guided Learning Hours and submitted their assignment/sat their examination at the timescales specified.
- IBCM hopes that learners will take advantage of the “open door” policy adopted at the College by informally discussing with their Programme Leader any issues that they are concerned about or any way that they feel disadvantaged against, prior to making an appeal.
- All appeals must be made within the timescales specified in the appeals process below.
- The staged appeals procedure is detailed below. This ensures that the appeal is forwarded to the Awarding Body if and when a learner considers that a decision continues to disadvantage him/her after the Internal appeals process has been exhausted. For HE students (for example those on HND programmes) there is also a final recourse to the Office of the Independent Adjudicator for Higher Education (OIAHE)
- At each stage of the appeals process, the outcome is either that the assessment decision is upheld or agreement that the learner has been unfairly disadvantaged. This can result in the reversal or amendment of a decision/grade/module result as appropriate to the nature of the decision being appealed.
- All appeals will be monitored to inform quality improvement
- The centre will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results.

4.3 The Appeals Procedure

- The Appeals procedure is set out as below and is designed to determine whether the assessor
 - Used procedures consistent with Awarding Body requirements
 - Applied the procedures properly and fairly when arriving at judgements
 - Made a correct judgement about the learner's work

- If a learner wishes to make an appeal they must complete the appropriate documentation (Appeals form Stage 1) and submit this to their Assessor within 7 calendar days of the assessment decision being made. The stages below will then take place

8.0 Reference Points

The following policy and procedure documents support the information in this policy:

- IBCM Feedback and Complaints Policy and procedures
- IBCM Assessment and Verification Policy
- Student Handbook

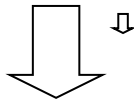
10.0 Version History

Version	1.0
Originator	Debby Dawson
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Approved by	Mark Harrington
Date Approved	02 February 2021
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Appeals Process Stages

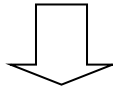
Stage 1: Informal (Assessor)

Learner will consult with Assessor within 7 days of assessment decision being made, to discuss the assessment decision. At this stage the assessor will explain the decision using the appropriate criteria. If the learner does not accept the Assessor's judgment then the issues will be formally documented and move to stage 2.



Stage 2: Review (IQA/Lead IQA)

At this stage the assessment decision will be formally reviewed by the Internal Quality Assurer/Lead IQA. The outcome of this review will either be to uphold the assessment decision, or to agree that the learner was disadvantaged in the assessment. The learner will be notified of the findings in writing and must respond in writing to indicate their agreement/disagreement with the decision. If the issue is not resolved at this stage, move to stage 3

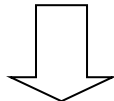


Stage 3: Appeal Hearing (IBCM)

The Appeal will be heard by the Center Manager and Quality Manager (and Managing Director/Governing Body as appropriate).

This is the last stage by the Centre.

If the Appeal upholds the assessment and IQA decision, the learner will be notified of the findings and must agree, or disagree in writing. Should the learner not agree, he/she can choose to go to external appeal to the Awarding Body. Last stage by the Centre.



Stage 4: External Appeal

The grounds for appeal and any supporting documentation must be submitted by the Centre to the Awarding Body within 14 days of the completion of stage 3.

The appeal will then be dealt with by the Awarding Body panel and their decision will be final.*

A fee at this stage may be levied by the Awarding Body

* Students on HE programmes such as Higher Nationals can also take their appeal to the OIAHE. This does not prevent an appeal to the Awarding Body also.

Form ADA1: Assessment Decisions Appeal (stage 1)

Part A: To be completed by student

Name of Student

Name of Assessor

Unit/Module Title & Number

Appeal Issue (*briefly describe your reasons for your appeal*)

Desired Outcome

Date of Appeal:

Part B: To be completed by Assessor:

Briefly describe nature of informal review and outcome of meeting

Issue Resolved:

Yes/No

Proceed to Stage 2:

Yes/No

Learner signature

Assessor Signature

Form ADA2: Assessment Decisions Appeal (stage 2)

To be completed by Assessor

Name of Student

Name of Assessor

Unit/Module Title & Number

Date

Details of Informal Appeal discussion (*attach discussion record and original learner appeal*)

Result of Informal Appeal discussion

Part B: To be completed by Internal Verifier/Lead IV/Programme Lead:

Outline review carried out of the assessment decision and learner appeal (*use supporting documentation and paper if needed*)

Is the assessment decision fair

Yes/No

Does the assessment decision need amending?

Yes/No

Detail arrangements made for communicating the result to the learner and ensure appropriate documentation is attached

Date:

Assessor signature:

Internal verifier signature:

Learner must agree, or disagree in writing with the findings of the decision. Should no communication be received from the learner it will be presumed that he/she is in agreement with the decision taken.

Part C: Complete following communication with learner

Does the learner agree with the findings **Yes/No**

Issue Resolved: **Yes/No**

Proceed to Stage 3: **Yes/No**

Signature/Name:

Date:

Form ADA3: Assessment Decisions Appeal (stage 3)

To be completed by Internal Verifier/Lead IV/Programme Lead prior to the Appeal Hearing

Name of Student

Name of Assessor

Unit/Module Title & Number

Date

Details of Appeal issue, informal appeal and review carried out: Informal Appeal discussion
(attach all original learner appeal information and record of stages 1 and 2 together with learners response to stage 2 findings)

Reason for Learner dissatisfaction with the findings of review

Signature and Date:

Learner to be contacted to be advised of the date and time of the appeal hearing. The learner has the right to be accompanied to this meeting.

Part B: To be completed by Senior Management representative at Appeal Hearing:

Date of Appeal Hearing:

Student Name and programme:

Assessor Name:

Nature of the issue *(all supporting information to be available at this hearing)*

Summary of case presented by learner

Summary of evidence presented by Internal Verifier/Lead Internal verifier/Programme Lead together with previous actions taken

Part C: Management Findings (to be completed by Senior Management representative at appeal hearing)

Having listened to all evidence provided at this hearing, do you consider that the assessment decision is correct **Yes/No**

Please provide justification for your decision

Issue Resolved **Yes/No**

Proceed to Stage 4: **Yes/No**

Please use this space to detail any relevant information or any further actions to be taken
(for example, the Head of Centre may feel the assessment decision was correct but that there could be improvements in certain elements of assessment practice)

Should the issue be proceeding to stage 4 please provide details of when the information was passed to the Awarding Body and attach copies of all correspondence and paperwork to this form. For HE programmes/appeals indicate if the learner is also appealing to the OIAHE

Name/Signature