



QUALITY, STANDARDS & MARKETING DIRECTORATE

Learner Assessment & Appeals

Guidelines

Learner Assessment

The purpose of these guidelines is to ensure that learners have access to fair and timely assessment through the setting of assignments, and to ensure students are provided with guidelines to understand the purpose of assignments and what is expected of them.

Teaching staff have the responsibility to provide well coordinated arrangements for setting assignments and to return marked work within reasonable and pre-stated timescales. They must also ensure that the assessment of assignments is carried out to nationally approved standards. The College has an assessment strategy which is reviewed annually, and should be referred to by all Course Teams.

Learners are entitled to be involved actively throughout the assessment process and to be aware of assessment criteria, methods and grading systems. However, they also have responsibility to submit assignments on time and to the required standards.

Course Teams are required to provide learners with clear guidelines and instruction early in their course on the procedures for assessing student work and the setting, return and marking of assignments. [Guidelines to be printed on the assignment schedule front cover and made available on the College VLE]

Course Teams will be responsible for ensuring learners are made aware of the requirements for internal and external verification and moderation.

Learners with late or non-submission of assignments or who submit work of a low standard will be dealt with by using the student performance review process and/or student disciplinary procedure.

Assignment grades will be regularly monitored through EBS systems.

Guidelines:

- 1 Assignments are to be set according to College or Examining Board requirements.
- 2 Assignments are to be set following the Assignment Schedule issued to learners at the start of their course by the Course Leader. The schedule will be published on Moodle. The first assignment to be completed within the first 6 weeks of the programme.
- 3 Learners will be given specific deadlines for completion of the assignment. Work must be handed into the tutor or Learning Resource Centre on or before the deadline date.
- 4 Work handed in after the deadline date must be marked in accordance with awarding body regulations. The student disciplinary procedure must be used if an extension request hasn't been submitted.
- 5 An extension request can be considered in exceptional circumstances, and should be made by submitting a formal 'Request for Extension' form to the tutor or course leader, not less than 5 working days before the submission date. If the request is approved by the tutor a further 'hand in' date will be set. Poor time management or other pressures of work are not considered good enough reasons for the non-submission of an assignment. Ill health or family problems will be considered.
- 6 Work will be marked according to internal and external criteria.
- 7 Work will be verified or moderated via systems of internal/external verification.
- 8 Marked work will be returned within 15 working days of the hand-in date and students will be given positive and helpful feedback from the tutor at the first opportunity.
- 9 The feedback provided will be constructive and in sufficient detail to help the learner to improve.
- 10 Work which is marked below standard will be referred back to the student. A new return deadline is given.
- 11 Where awarding body guidelines allow, the learner will have opportunity to resubmit work in order to improve their grade
- 12 A learner who feels that there has been an error in the process of marking/grading of an assignment should communicate their grievance to the Course Leader, and can request an independent reassessment.
- 13 After reassessment a further appeal should be made in writing and submitted to the Curriculum Manager. The appeal will then be heard by the Appeals Committee.

14 The appeals procedure will be communicated to all learners and information available in the Learner Handbook.

Appeals Procedure

The purpose of the Learner Appeals Procedure is to safeguard the interests of all students in recognising that all students have the right to appeal against decisions made about the standard of their work or the marks or grades allocated, whether internally or externally, or any other decision which affects students' progress.

Where qualifications are assessed and marked externally by the Awarding Body (eg AAT) each Awarding Body has an appeals procedure, a copy of which is held by the Examinations Officer. The College will support any student who wishes to appeal to an Awarding Body. However, if there is a financial cost involved, the College will require the student to pay any fees incurred.

All students will be informed of the appeals procedure during their induction programme and this information will also be included in the Learner Handbook.

There is an informal and formal procedure available. The formal procedure will only be instituted when the informal procedure has failed or is inappropriate.

Every attempt will be made to resolve disputes as near as possible to the point of origin.

The following procedures will act in partnership with any existing Grievance or Disciplinary Procedures and Equality & Diversity Policy. Nothing in these procedures shall be construed as diminishing any rights currently held by the student.

The number and substance of informal appeals will be recorded and held by the relevant Course Leader (or equivalent) and, of formal appeals, by the Curriculum Manager for monitoring purposes. Anonymity will be observed and any such records will play no part in present or subsequent appeals.

Grounds for Appeal

- 1 An assessment decision, including any assessment decision made during the Accreditation of Prior Learning (APL) and Recognition of Prior Learning (RPL)
- 2 Any other decision which affects the student's achievement or progress on his/her course (eg option selection, progression onto years 2 and/or 3)

Appeals Procedure

Informal Procedure

- 1 Where a learner wishes to make an appeal against a decision he/she should first of all endeavour to resolve the matter by a direct approach to the tutor who made the decision.
- 2 If the matter remains unresolved the student may require a personal interview with the Course Leader.
- 3 Before the personal interview the Course Leader should have obtained an independent second opinion on the initial decision. Where relevant the second opinion should be that of the internal verifier of the course.
- 4 If, after any action to resolve the dispute taken by the Course Leader, the matter is not satisfactorily resolved, the complainant may submit to the Course Leader an Appeal Form [attached] to activate the formal procedure.

Formal Procedure

- 1 Within ten working days of receiving the Appeal Form the decision of the Curriculum Manager should be communicated to the student.
- 2 If the matter remains unresolved within twenty days of receipt of the Appeals Form, the student may exercise his/her right to take the appeal to an Appeals Panel. The Appeals Panel will consist of the Deputy Principal (who will chair the Panel), the Curriculum Manager, the Course Leader and a Course Leader for another programme. The tutor who made the initial decision and the complainant, who may be accompanied by a friend or advisor, will be given the opportunity to discuss the appeal with the Appeals Panel.
- 3 If the learner is not satisfied with the outcome of the Appeals Board, they may exercise their right to appeal to the Awarding Organisation. The Curriculum Manager must support the learner to find the necessary information and contact to register this appeal with the Qualification Awarding Organisation.



LEARNER APPEALS FORM **APPENDIX 1**

NAME OF LEARNER:

AREA OF APPEAL: (please tick as appropriate)

- Option selection
- Assessment decision
- APL decision
- Other (please specify)

COURSE/QUALIFICATION:

MODE OF ATTENDANCE: Full time Part time day/Part time eve Workbased

COURSE LEADER: **FACULTY:**

DETAILS OF APPEAL:

continue on a separate sheet

Student Signature: Date:

COLLEGE USE ONLY

Initial decision	
Result of negotiation	
Faculty Director Decision	
Faculty Director Signature	
Date	
Appeals Panel Decision	
Deputy Principal [Curriculum & Quality] - Signature	
Date	



REQUEST FOR AN EXTENSION OF AN ASSESSMENT SUBMISSION DEADLINE

- Please complete all sections below in BLOCK CAPITALS
- Submit this form to your **Course Leader** prior to the date of submission
- All requests for mitigation should be accompanied by supporting documentary evidence where possible

Section 1

Full Name of Student: _____

Full Course title: _____

Name of Course Leader: _____

An extension* is requested for:

Assessment: _____

Module: _____

Module Tutor: _____

Due date of assessment: _____

Summary of request for extension: _____

Nature of Evidence attached (e.g. doctor's note) if appropriate: _____

I confirm that the information given above is both complete and correct.

Student's signature: _____ Date: _____

Section 2 - Staff Use only

Extension granted? Yes / No Extension agreed until: _____ (5 working days maximum)

Any other action required: _____

Course Leader's signature: _____ Date: _____