

# Assessment Appeals Process

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This policy covers the principles of course management and administrative procedures offered at ASTML ensuring that the Assessment process presents a fair and equitable framework for learners. It encapsulates the core principles of fairness, equity and equal opportunities.

## **Purpose of the policy**

At ASTML, as part of the Quality Assurance procedures, places a high emphasis on ensuring that all internal assessed work are marked to the highest standard; that each question /assessment criteria is marked and the total marks or grade awarded are recorded and disseminated to candidates in a timely fashion. Any assessment recorded as failed are automatically reviewed by the Internal Moderator or Head of Department as part of the marking process and remarked by a second independent marker as part of the Quality Assurance Procedures.

It is the policy of ASTML that if a student disagrees with an assessment decision:

1. She or he has the right of appeal;
2. The appeal will follow a standard procedure that will be applied in all cases;
3. The appeal process, together with the results of the appeal will be fully documented.

Implicit in this policy is the general purpose that the design of all assessments will take into consideration the needs of the student body and design assessments that will not only meet the learning outcomes but at achieving at the level. ASTML fully support the principle decisions about a learners work is not final and that the learner has the right of appeal. This will ensure that students are not discriminated and provided with equal opportunity in their learning process.

## **Location of the policy**

Copies of this policy can be sought by contacting ASTMLL Administration Team on 03300947557. Copies can also be obtain by emailing us at [admin.oldham@ASTMLI.co.uk](mailto:admin.oldham@ASTMLI.co.uk).

## **Communication of the policy**

It's important that both centre personnel involved in the management, assessment and quality assurance of all programs and students studying the programs are fully aware of the contents of the policy. A note will be provided on the Centre Accreditation Form to confirm that centre is aware of this policy and will abide by it. There is also a note on the Student Registration Form to the same effect.

## **Review of the policy**

This policy will be reviewed on an annual basis and revised where necessary based on feedback from stakeholders, external agencies and regulatory authorities. The review of the policy will ensure that procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgments.

## **The Policy**

At ASTML, the assessment appeals policy is based on principles of fairness and transparency. It is also based on best practices within the sector. The appeals process is divided into 4 stages, which is outlined below.

All agreed assessment activities should be made clear to candidates outlining the method of assessment and the way in which assessment decisions are reached before commencing the activity. This will be achieved through the design of the assessment instrument.

Clear feedback should be given to candidates and feedback should also be recorded in writing so that the candidate is clear about the assessment decision.

The appeals procedure consists of several stages:

## **Stage 1: Candidate and assessor**

If a student disagrees with an assessment decision and wishes to appeal, she or he must raise the issue with the assessor within 1 week of the decision.

- a) Appeals can only be made after assessment and before internal Moderation.
- b) The appellant must explain to the assessor why she/he is appealing.
- c) The assessor must review the assessment decision and confirm to the student whether the original assessment decision holds or whether the assessment result can be changed within 1 week of the appeal's date.
- d) In either case the assessor must fully justify to the student his or her decision.
- e) In either case the assessor should make a note of the outcome on the assessment feedback sheet with 1 week of the review date.
- f) If the candidate is in agreement with the re assessment decision the procedure ends.

## **Stage 2: Referral to Internal Verifier**

- a) If a student disagrees with the outcome of stage 1, then she/he may request that Internal Verifier reviews his/her work.
- b) The Internal Verifier must review the assessment decision and confirm to the student whether the original assessment decision holds or whether the assessment result can be changed.
- c) In either case the Internal Verifier must fully justify the assessment decision to the student.
- d) In either case the Internal Verifier must record the assessment decision.
- e) The result of the Internal Verifier's review is final. A decision will be given to candidates within six days.
- f) If the candidate is in agreement with the decision the procedure ends.

## **Stage 3: Referral to the Quality Assurance Manager/COO**

If a student disagrees with the outcome of Stage 2, then she/he may request that the COO and the Quality Assurance Manager review

- a) The candidate should provide written details about the matter to the COO and Quality Assurance Manager.
- b) It will be the responsibility of the student to liaise and manage dispute from this point forward.
- c) If the candidate is in agreement with the decision the procedure ends.

## **Stage 4: Referral to the Awarding Body**

If the candidate is still not satisfied they will be able to refer the matter directly to the Awarding Body itself.