

Policy/Procedure Name:	Academic Appeals Procedure ,
Policy/Procedure Number:	SMT043
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Policy/Procedure Author:	Head of Quality
Policy/Procedure Owner:	Principal/CEO
Management Committee Approved By:	SMT
Governor Committee (where appropriate) Approved By:	Not Applicable
For Action By:	All Education Managers, All Teachers and Tutors
For Information to:	All Students
Approval requested to upload on the Treloar Website:	Yes <input checked="" type="checkbox"/> (tick if requested)
Date of Policy Equality Impact Assessment:	November 2025
Impact Assessment was carried out by:	Lorna Woodcroft

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Academic Appeals Procedure

1. Introduction

This document is a code of practice for reviewing and settling disputes about assessments of students' work by School /College tutor and teaching staff.

Where external validating or examining bodies are involved, their procedures will replace the ones described here.

Centres are required by JCQ regulations to have in place and be available for inspection purposes, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates.

Students will be made aware of the appeals procedure at the beginning of their qualification and reminded at appropriate moments during the academic year. Please use easy read version of this policy, if more appropriate

The Appeals procedure can only be started by the student whose assessed work is being disputed.Treloar College and School are committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. We are committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body.

All in candidates' work will be subject to our internal moderation and standardisation processes (see policy SMT015) which will ensure consistency of marking/assessment in line with awarding body specification requirements.

What is an Appeal?

An appeal is a request for a formal review of an academic decision the School/College/Assessor has made about a student's assessment (Examination or coursework).

An appeal is different from a complaint, which would be dealt with by the Complaints Policy No. SMT004 A guide to the Concerns and Complaints Procedure.

2. When an Appeal is possible

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There are three possible grounds for an appeal:

- I. The assessment or examination did not follow the regulations or guidelines which were supposed to apply to it.
- II. The student's performance was affected by something that the School/College staff did not know about at the time, and which could have affected the student's performance.
- III. Where it is considered that there may have been bias on the part of the examiner or the assessor

3. The action that should take place before an Appeal

3.1. Every student has the right to clear and well-timed guidance on assessments and the rules for deciding on grades, competence, marks, etc. This right applies to each assessment and to final assessments, grades and awards.

Every student has the right to know their centre assessed marks before marks are submitted to the awarding body. There should be sufficient time to allow the student to request a review before marks are submitted. JCQ regulations state that 'The centre **must** inform candidates of their centre assessed marks as a candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body.'

3.2 All students have the right to see:

- the marks awarded to them by the School/College for an internal assessment
- all the comments recorded by the School/College relating to their internally assessed work
- any correspondence between the School/College and the awarding body relating to the internally assessed work
- information, if available at the time of an appeal, as to whether their work was sampled by an awarding body
- the moderated mark given to the work by the awarding body, if known
- relevant awarding body procedures for the conduct of internal assessments

Any appeals will be:

- recorded and tracked and kept for inspection by the awarding body
- used to inform quality improvement

3.3. The first stage in settling a disagreement about an assessment or grade is for the student to ask for an explanation from the teacher/tutor concerned.

3.4. If the student is not satisfied by this explanation, the piece of work should be given to another member of staff to be assessed. This teacher/tutor must not be informed of the first grade or decision. In the case of NVQ, Diploma or BTEC assessments the second person may be the internal verifier. This process should be completed within 5 working days and the student informed in writing of the decision.

4. Starting the Appeal

4.1. If the student is not satisfied with the second teacher/tutor's decision, they may make a written appeal to the Head of School or Head of College within fourteen days of being told about the second decision. The request should explain the grounds for their appeal and include any other information they feel will be relevant and could be used to support their appeal. Students who need support to do this can request support via their personal/form tutor or the Deputy Head of College or Assistant Head of School. The Head of School/College will consider if there are grounds for holding an appeal, if the Head of School/College considers that there are grounds for appeal then they will arrange for an Appeals Panel to hear the appeal as below. If the Head of School/College concludes that the decisions were taken fairly and correctly in accordance with the organisations and examination's procedures and criteria then the student will be informed and the original decision upheld.

4.2. Where it is considered appropriate the Head of School/College I will then arrange an Appeals Panel and inform the student in writing of the date, time and room where the appeal will be heard. The student will also be told who will be on the panel, and that they have the right to bring a friend, parent or guardian. The appeal meeting will be no more than four weeks from the date of the request from the student for an appeal.

Appeals must be completed, and students informed of the outcome in writing, prior to the awarding bodies deadline.

5. Who will be on the Appeal Panel?

5.1. The Appeal panel will be made up of:

- The Principal/CEO
- Head of School or Head of College
- Deputy of College or Assistant Head of School with no direct involvement in the student's course
- One other tutor who does not teach the student but has the expertise to contribute to the outcome.

6. What will happen at the Appeal Meeting?

6.1. The Appeals Panel will listen to the student and the tutor/assessor's views, and to other named and agreed representatives who may have important and relevant information to add in relation to the student's work.

6.2. The Appeal panel will review the procedures used by the College/School to award marks for internal assessments and will consider whether they conform to the requirements of the awarding body and the Joint Council for General Qualifications' code of practice.

6.3. The Panel will then reach its decision in private and will advise the student of the decision verbally as soon as possible. The student will also receive a written copy of the final decision within 5 working days of the Appeals Panel meeting.

The Appeals Panel will:

- Ensure that the points raised are properly considered, and there is no potential conflict of interest
- Explain the outcome clearly and ensure that the student knows what the next steps are and what further steps are open to the student.

7. What the Appeals Panel decisions can be

7.1. The Panel can uphold the first assessment decision.

7.2. If the Panel upholds the student's appeal the Panel can either decide that the assessment was unfair and allow the student to carry on with their course without doing it again, or allow the piece of work to be remarked or re-assessed with or without changes being made to it by the student. (If the panel decides that the outcome raises questions about the validity of other results, they will take the appropriate action to protect the interests of other students with immediate effect.)

7.3. The Panel can ask the student to do other pieces of work in the future to make up for the work that was disputed.

7.4 The Panel can recommend future changes to assessment or appeals procedures to the Principal/CEO.

7.5. The Panel can tell the student of their right of further appeal to awarding or examining bodies, if appropriate.

7.6 A written record of the appeal will be produced, including the outcome of the appeal and the reasons for the outcome. A copy will be sent to the student.

7.7 The School/College will inform the awarding body of any appeal which has implications for the conduct of the examination or the issue of results at the college.

7.8 If the appeal cannot be resolved the awarding body would be contacted to support the centre and the student to resolve the issue raised.

Policy/Procedure Communication and Implementation Action Plan		
	Action	Responsibility
1	Ensure that all new employees, staff and volunteers are made aware of the policy, understand it, and know where to access a copy and where to access the related procedures.	Head of Quality
2	Ensure that all managers, employees and volunteers of Treloar Trust have access to the related procedures.	All Education Managers
3	Ensure that all new employees, staff and volunteers know their responsibilities, and receive training in carrying these out.	All Education Managers

Links to other related policies and procedures: – set heading

1. SMT015 Internal Verification Policy and Procedure
2. Relevant Course Student Handbooks
3. SMT004 A Guide to the Concerns and Complaints Procedure

Further sources of information: - set heading

Relevant Awarding Body Guidelines
Joint Council for General Qualifications code of practice

IMPORTANT NOTES:

It is essential for those with designated responsibilities to familiarise themselves with the sources of information, referred to above.

Policy documents describe mandatory minimum standards and will be subject to audit and review. Line managers are required to ensure suitable and sufficient arrangements are in place to meet policy requirements, including the provision of information and instruction to staff.

Updates

Date	Page	Changes to policy	Author
November 2021	2	Updates based on new JCQ regulations	Teaching and Learning Development Coordinator
November 2023		Minor changes to job titles throughout document	Head of Quality
November 2025	4	Changed who is first informed of an appeal to Head of College or Head of School instead of Principal/CEO	Head of Quality

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