

Approval Date & Version: July 2019, Ver. 3.6
Approved by: Academic Board (AB)
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External Reference Points:

External Source	Reference Points
UKQC- Core Practices	<ul style="list-style-type: none"> The provider uses external expertise, assessment and classification processes that are reliable, fair and transparent. The provider designs and/or delivers high quality courses.
UKQC- Advice and Guidance	<ul style="list-style-type: none"> Assessment
Awarding Body Reference	<ul style="list-style-type: none"> Programme Specifications London Met Academic Regulations London Met Quality Manual Pearson BTEC Recognition of Prior Learning Policy
Other reference Points	<ul style="list-style-type: none"> NCL Quality Assurance Manuals Student Handbooks/ Course Handbooks
	<ul style="list-style-type: none"> Assessment Policy Extenuating circumstances/ Mitigating Circumstances Policy (EC/MC Policy) Personal tutoring and Student Support Policy and Procedures Teaching and Learning Policy
	<ul style="list-style-type: none"> Student Complaints Policy and Procedures

1. Aims of the Policy:

1.1. The aim of this policy is to provide students with the means to appeal against any assessment decision that the students feel is unfair or inconsistent. The policy set out below is designed to ensure that such requests are dealt with appropriately.

2. Policy:

- 2.1. A student must appeal against the assessment decision(s) within 10 working days of the assessment result release date.
- 2.2. A review request received outside of this time limit may be deemed out of time and may not be considered unless the student can show good cause for the late request. Academic Manager shall decide on whether a late appeal will be considered and his/her decision shall be final.
- 2.3. All academic appeals will be managed in a confidential and sensitive way. Staff involved in the review process may be asked to provide comment on, or review, details provided.
- 2.4. Students are advised to contact the relevant Academic Manager if they have concerns about disclosure of information within their appeal.
- 2.5. Before initiating an academic appeal, students are advised to discuss any concerns about results or decisions with an appropriate member of College staff (e.g. relevant module leader/programme leader) who should give a full explanation of the assessment

process and how the grading was determined. If it has not been possible to resolve any concerns via this route, then a student may submit an academic decision review request.

2.6. Should there be any conflict between College Policy and the relevant Awarding Body Policy, the Awarding Body Policy will prevail

3. Grounds for Review:

3.1. A student, following the published outcome of a College Assessment, may appeal on one or more of the following grounds only:

3.1.1. The assessment was not conducted in accordance with the current regulations for the programme, or there was a material defect or some other material irregularity relevant to the assessments which was not known to the Assessment Panel.

3.1.2. For a student with a disability or additional need, the initial needs assessment was not correctly carried out, or the support identified was not provided, or the agreed assessment procedures for that student were not implemented.

3.1.3. Sufficient notice of the date, time and place of assessment was not given.

3.1.4. The mark(s) and/or result published by the College contains arithmetical or other error(s) of fact.

4. Stage-1 Claim:

4.1. Students should complete the Assessment Decision Review Request Form (available from the Reception and VLE) giving a reason for their request with evidence within 10 working days of the results publication. A student who cannot submit a claim within this timescale due to a valid reason must contact the relevant Academic Manager to seek an extension to this deadline.

4.2. A separate form must be completed for each unit. The completed form must be submitted to the reception along with the £40.00 review fee.

4.3. On receipt of the application form, a written acknowledgement of receipt will be issued to the student.

4.4. The fee will be returned to the student if the grade is subsequently changed as a consequence of the review.

4.5. Reasons such as illness, or something that the student believes affected their performance during an assessment, cannot be considered under this policy. If a student believes that their performance in an assessment has been affected in this way, they can either email the completed Extenuating Circumstances Form to the relevant Academic Manager or submit it to the Admin Office.

5. Submission of an Academic Appeal:

5.1. When completing and submitting the form, students must:

5.1.1. specify which of the permitted grounds the appeal relates to;

5.1.2. state clearly the decision of the Assessment Panel against which the appeal relates to;

5.1.3. state clearly the reasons for the appeal;

5.1.4. provide appropriate evidence to support the appeal;

5.1.5. Ensure that all evidence provided is in English; if any evidence is submitted in

a language other than English, an approved certified translation should also be provided. The student will be responsible for any associated cost of translation.

6. Consideration of the Review:

- 6.1. The Academic Manager will undertake an investigation of the review request which will include:
- 6.1.1. Review of the answers against the mark scheme by an assessor not involved in the original marking.
 - 6.1.2. Re-mark of any questions where the second assessor believes the original marks allocated were incorrect.
- 6.2. If the Academic Manager finds an error in the conduct of the assessment or in the application of the Assessment Regulations, he/she will determine the solution accordingly.
- 6.3. If the Academic Manager concludes that there are no grounds for the claim, he/she must notify the student in writing explaining the reasons for this conclusion and the right to appeal.
- 6.4. Where possible, the Academic Manager may communicate the outcome via email to the student within 20 working days of the submission of the form. If this is not possible, the student should be advised of the reasons for the delay and the completion date of the investigation.
- 6.5. The Academic Manager will review all appeals submitted and may reject those which:
- i. are clearly out of time without good cause (i.e. submitted after the 14 day deadline or when notification of intention to appeal is made within the 14 day timescale but full information is submitted outside the 28 day timescale);
 - ii. do not state one or more of the specified grounds for appeal
 - iii. do not provide evidence to support circumstances outlined in the appeal;
 - iv. request an outcome that is not possible through the Academic Appeals Procedure

7. Stage-2 Claim:

- 7.1. If the student is dissatisfied with the outcome reached at stage 1, they have the right to take the process to Stage 2. Students must request an appeal by writing to the Head of Academic Services (relating HND Programmes) or the Head of Programme Delivery (relating to LMU courses) within 14 days of receiving the review outcome.
- 7.2. The request for review should be submitted using the Academic Appeals Review Form (or stage 2 appeal form) and the following information shall be provided:
- i. the ground(s) on which the request is based
 - ii. explanation of the grounds;
 - iii. any relevant evidence.
- 7.3. The grounds for review are:
- i. that there was a procedural irregularity at Stage 1 of the Academic Appeals Procedure which has materially disadvantaged the student;
 - ii. the emergence of new and relevant evidence which, for good and reasonable cause, was not available during Stage 1;

iii. that evidence is available to show that the outcome reached at an earlier stage was unreasonable.

7.4. The Head of Academic Services / the Head of Programme Delivery will convene a Panel to consider the claim. The Panel will comprise the Head of Academic Services / the Head of Programme Delivery, Academic Manager, the Investigator and the student.

7.5. The student has the right to be accompanied by a representative who can be a friend or relative. Where appropriate, the representative may speak in support of the student.

7.6. Meetings will normally be scheduled within 14 days of a request for review. Copies of relevant documentation will be made available to all parties, normally seven days in advance of the meeting

7.7. The Head of Academic Services / the Head of Programme Delivery will write to the student to advice of the outcome within 7 days of the Panel meeting and proposed remedy if appropriate.

8. Completion of Procedure:

8.1. Stage 2 is the final stage of the appeal and a completion of procedures email/letter will be sent to the student.

8.2. A student who has exhausted the appeals procedures of the College shall have a right to request the awarding body to review the process of the appeal outcome reached by the College. The deadline for requesting a review will be one month from the notification of the outcome of the appeal. The student should set out her/his concerns clearly and succinctly and, where possible, provide evidence to substantiate the issues raised. The review will not necessarily entail a reconsideration of the issues raised, but will confirm that the appropriate procedures were followed and that the decision to reject the appeal was reasonable. The review stage will not usually consider issues afresh or involve a further investigation. The request may include, but is not limited to:

8.2.1 A review of the procedures already followed;

8.2.2 A consideration of whether the outcome of the appeal was reasonable in all circumstances.

8.2.3 Consideration of new relevant evidence, which the student was unable, for valid reason(s), to provide earlier in the process.

8.3 In case of London Metropolitan University courses, the review will be undertaken by the Academic Registrar or her/his nominee (who will have had no previous involvement with the appeal) and the student will normally be notified of the outcome within 21 days of its receipt; where this proves not to be possible, the student will be notified of the progress of the review to date.

8.4 Students are advised that the Pearson Enquiries and Appeals Process can also be followed if they are dissatisfied with the outcome at Stage 2. Students wishing to take this action should send an email to vocationalstandards@Pearson.com within 14 calendar days of being notified of the outcome of Nelson College London's appeals process.

8.5 If, on receipt of a 'Completion of Procedures' letter, a student is still dissatisfied, they may request a review through the Office of the Independent Adjudicator for Higher Education

Annexed to this Policy is- Assessment Decision Review Request Form