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# Appeals against assessment decisions

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## 1. Purpose - General Policy Statement

- 1.1 Candidates have the right to appeal against any assessment decision if they believe that a decision is unfair. As an assessment centre, the college also has the right to appeal to Awarding Organisations in certain situations.

Candidates are entitled to:

- access to fair assessment
- information about the appeals process
- support in making an appeal
- a prompt response to an appeal
- written feedback on the outcomes of each stage of the appeals process

- 1.2 To outline the Appeals Procedure as it applies to both external and internal assessment decisions, as it applies to individual candidates and to the college as a centre.

- 1.3 To meet the expectation that there are fair and transparent procedures for handling complaints and appeals which are accessible to all students. (QAA UK Quality Code for Higher Education: March 2018).

- 1.4 To note an awarding organisation will publish information on its appeals process to enable the results of assessments to be appealed; only after the Candidate has exhausted the College's appeals process first. A list of Awarding Organisations and Higher Education Institutions used to validate awards delivered at the college is identified in Appendix 4.

## 2. Grounds for Appeal

### 2.1 Assessment undertaken by a national awarding organisation

#### Examinations:

This applies to examinations sat in the college but marked by markers employed by an Awarding Organisation, for example A2/AS or GCSE scripts.

A request for the remarking of a candidate's examination scripts would normally be considered if the grade achieved by the candidate was markedly lower than previous performance would have predicted. Any request must be lodged with the awarding organisation using their procedure. Guidance on the procedure can be obtained from the college Exams Team. The advice of the tutor should always be sought before a request is made and candidates are entitled to support from their personal/course tutor.

Other grounds for appeal are particular to each awarding organisation and should be established by the relevant programme team Manager and clearly communicated to candidates at induction.

### 2.2 Internally assessed coursework:

This applies to candidates work submitted as part of the coursework requirements of the Awarding

Organisation. An internal appeal against an assessment decision should follow the procedure below (item 3).

Any subsequent appeal should be made to the Awarding Organisation following their procedure, details of which can be obtained from the Awarding Organisation directly.

**2.3 Assessment decisions for awards delivered collaboratively with a university partner and for Level 4 and above Edexcel (Pearson) Higher and Professional awards.**

An HE Examination Board/Award & Progression Board is convened to apply the relevant progression and assessment regulations. The regulations are as identified in the Student Handbook and/or relevant College policies. The Board verifies the marks presented, receives the External Examiner feedback and considers the standard of assessment in each module or unit and decides whether the candidate has met the award or progression requirements of the course.

**The only grounds for the review of a decision of an examination board are:**

- There has been a material and significant administrative error
- The assessments were not conducted in accordance with the approved regulations for the course
- There was some other material irregularity in the procedure of the examination board
- The candidate performance was adversely affected by illness or some other factors which he or she was unable or, for valid reasons, was unwilling to divulge before the meeting of the examination board and which could have a bearing on the board's decision.

**2.4 Appeals against progression and award decisions made about programmes validated by Bath Spa or Pearson must be made to the College or using the process outlined in the Candidate's transcript.**

Appeals concerning both validated and franchised provision with Plymouth University must be made directly to the University or using the process outlined in the Candidate's transcript.

Appeals against progression and award decisions made about programmes franchised by UWE must be made directly to the university, or using the process outlined in the Candidate's transcript.

Explicit, programme specific information about procedure for appeal must be:

- Included in the student handbook
- Sent out to all students along with their transcript
- Made available on the HE Tab on the College's VLE

**2.5 Assessment of an element of a course**

It is expected that in most cases feedback from the tutor/assessor would clarify the reasons for the grading decision made and eliminate any cause for concern. If a candidate continues to feel that an assessment error has been made and it relates to a category given below, an appeal can be lodged.

If, after internal verification/moderation, the validity of the assessment methodology is confirmed, the grounds for appeal are:

- There has been a significant administrative error
- The assessment was not conducted in accordance with the approved award body regulations for the course
- There was a procedural irregularity in the conduct of the assessment
- The candidate's performance was adversely affected by illness or other factors which for valid reasons were not divulged when the work was submitted
- The assessment does not reflect the stated assessment criteria

### 3. The Appeals Procedure

#### 3.1 Assessment Decision – Awarding Organisation (AO's)

The Candidate should first talk to his/her assessor/tutor to try and sort out the dispute, but if no solution can be found, then an informal discussion with their IQA should happen within 2 working days of the appeal.

If, after the informal discussion with the IQA, the candidate wishes to make an appeal, the Candidate should complete the Candidate Initial Appeals Form (appendix 1) OR email their appeal to [appeals@cityofbristol.ac.uk](mailto:appeals@cityofbristol.ac.uk).

Member of staff supporting candidate eg; Programme Manager, is to ensure:

- a) The Candidate Initial Appeals Form is completed and submitted via email or post.
- b) Identified action taken and outcome recorded in AOL Appeals Log (appendix 2).

On receipt of the formal appeal from the candidate, the College will:

- try to seek a solution negotiated between the relevant assessor and the candidate; and
- Notify the Awarding Organisation of the outcome of any appeals, if notification is required by the AO.

The outcome of the appeal before AO notification may be:

- confirmation of original decision;
- a re-assessment by an independent assessor;
- a judgement that adequate evidence of competence has been shown;
- an opportunity to resubmit for assessment within a revised agreed timescale.

Candidates can appeal against the following:

- The assessment plan – the Candidate can appeal if they do not agree with the suggested methods, location, time and criteria.
- The assessment – the Candidate has the right to appeal if they feel that the assessment differed from what was agreed on the assessment plan or they feel that they did not receive a fair assessment.
- The assessment decision – the Candidate can appeal if they feel the assessor's judgment was unfair.

#### 3.2 Decisions of College HE Examination/Award & Progression Boards

HE (Higher Education) Candidate to complete a Candidate HE Appeals Form (appendix 3) within 10 working days of the date of the notification of results.

The candidate sends a completed Candidate HE Appeals Form to the HE Team, together with a covering letter explaining the scope and background of the appeal. This can be emailed to [headmin@cityofbristol.ac.uk](mailto:headmin@cityofbristol.ac.uk).

The HE Team will decide whether the application meets criteria for appeal. If it does, they will establish the facts and convene a Review Panel, comprising of at least two and not more than four members

of the HE Board. The HE Team will write to the candidate within five working days of receiving the appeal informing them of the course of action being taken.

The Review Panel will either: require the Examination Board/Award & Progression Board to review its decision or, establish there are no grounds for review and reject the application. The candidate will be informed in writing of the decision of the Review Panel.

An Examination Board/Award & Progression Board which is required to review its original decision will do so at the next available opportunity or reassessment board meeting. The candidate will be informed in writing of the decision of the Examination Board/Award & Progression Board.

The only grounds for further appeal to the Principal is that the Review Panel did not follow proper procedures.

3.3 Appeals against progression and award decisions to be made directly to a University Partner must be made using the relevant procedures. Details are available in the Student handbook and the relevant University website.

3.4 Assessment of an Element of a Course during the academic year.

The candidate will send the completed Candidate Initial Appeals Form to the Programme Manager or, if the Programme Manager is directly involved in the assessment, to the Quality and Standards Team.

The Programme Manager will decide whether the application meets one of the criteria for appeal. If it does, the Programme Manager will establish the facts and if appropriate, arrange for the work to be reassessed by the Head of Department or a suitable lecturer ~~member of the Quality and Standards Team~~ not associated with delivering the programme. The Programme Manager will write to the candidate within five days of receiving the appeal request informing them of the course of action being taken. If the request is not granted, the Programme Manager will explain why not.

Within five days of writing to the candidate, the Programme Manager will discuss with the Head of Department the facts and the outcome of any reassessment.

A decision about whether the assessment stands or should be adjusted, will be taken by them and communicated to the candidate in writing as soon as possible. The Faculty Appeals Log (appendix 2) will also be completed by the Programme Manager.

The only grounds for further appeal to the Principal is that the review procedure was not followed correctly.

### 3.3.1 Recording Appeals

Records of all appeals are to be lodged in line with the requirements of the awarding organisation and college monitoring procedures. The Appeals Log (appendix 2) must be completed by the Programme Manager and submitted to the Quality and Standards Team. The HE appeals log will be maintained by the Higher Education Manager and HE Team.

## 4 Awarding Organisations

Please refer to the Awarding Organisation's website or documentation for their appeals procedure.

**Last Review:** August 2022

**Lead officer:** Quality Assurance Manager

**Senior Manager Responsible:** Director of Quality & Curriculum Intervention

**CANDIDATE INITIAL APPEAL FORM**

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**Name of Candidate and student ref:**

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**Qualification/Course/Awarding**

**Organisation:**.....

**Name of Assessor(s)/Tutor:**.....

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**Name of IQA(s) (if appropriate):** .....

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**Name of Learning Manager/Head of Department:**.....

**Cause for appeal:**

**\*Signed:** .....

**Date:** .....

**Position:** .....

**Referred to:** .....

**NOTE: To be completed by assessor, IQA or personal/subject tutor.**



**CANDIDATE HE APPEAL FORM**

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**Name of Candidate and student ref:**

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**Programme:** .....

**Awarding Organisation or University:** .....

**Programme Manager:** .....

Cause for appeal, eg appeal against decision of HE Examination/Award and Progression Board decision:

**Date:**.....

**Candidate signature:** .....

**NB. To be sent to the Higher Education Manager together with a covering letter explaining the scope and background of the appeal. Details/form can also be emailed to [headmin@cityofbristol.ac.uk](mailto:headmin@cityofbristol.ac.uk)**

**Higher Education Institutions and Awarding Organisations validating courses delivered at COBC**

AAT	CMI	NOCN
ABC	CPBCA: Counselling &	NPORS
ACTIVEIQ	Psychotherapy Central	NPTC
APT	Awarding Body	OCNLR
APU	CPCAB	OCR
AQA	CSKILLS	OU
AQA	CYQ	PAAVQSET
AQACG	ECITB	Pearson
ASCENTIS	EDI	Plymouth University
ASDAN	EMTA	PRTRUST
AVA	EQL	PU
Bath Spa University	FAQ	QNUK
BATHSPA	FIRST	RHS
BCS	GQA	RSL
BIIAB	HAB	RSPH
BPEC	HABC	RYA
BPECT	HSE	SAPA
BSCAWARD	HUAVA	SIGNAT
CAA	HUDDU	SPORTLUK
CACHE	IAB	SQA
CCNSG	IFS	STAFFU
CG	ILEX	TCL
CIE	ILM	TUC
CIEH	IMIAL	UCLES
CII	IOSH	UEL
CIM	IQL	University of Gloucestershire
CIM: Chartered Institute of	ITEC	UWE
Marketing	ITSSAR	UOB
CIMGT	LANU	UOBATH
CIOB	LJM	UODE
CIPD	LONDONMU	UOGLOS
CIPD: Chartered Institute for	MFA	UOPLY
Professional Development	MULTI	UWE
CLC	NCFE	VTCT
CMI	NEBOSH	WJEC
	NIC	WSET