



Learner Academic Appeals Policy

Appeals against Internal Assessment Decisions

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The Board of Management (or any person/group with delegated authority from the Board) reserves the right to amend this document at any time should the need arise following consultation with employee representatives.

Learner Guide – procedure for Appeals against Internal Assessment Decisions

Glasgow Kelvin College provides an assessment and certification service that is audited both internally and externally to ensure that you receive consistent and fair treatment. Information on the Appeals Procedure will be discussed at induction and in your classes, noted in the learner handbook and in the learner portal on the intranet.

You should be aware at all times:

- when you are being assessed
- how you are being assessed
- who is carrying out the assessment
- what your result is

In many instances you will have the opportunity to retake or remediate the work submitted for assessment. We recognise how important your results are to you. If you encounter a problem, e.g. a disagreement over assessment results, over possible exemptions or entitlement to progression within your course, then this Appeals Procedure is available to enable you to put your case forward. If you need advice or help with any aspect of your appeal a member of the Advice and Guidance team who will be happy to assist you. Informal appeals are logged by your assessor/lecturer and formal appeals are logged by the Quality Department.

The Appeals Procedure

If a dispute arises over your internal assessment results you should follow the stages below. Any appeal must be initiated within one calendar month of the assessment in question. All appeals will be acknowledged within 5 working days of receipt.

What can be appealed (up to and including stage 2):

- the unit assessment decision (fail/remediate)
- grade allocated in graded unit

What cannot be appealed (beyond stage 2):

- the assessment decision in non-regulated qualifications (fail/remediate) after an Appeals Panel hearing

Initial informal appeal

Firstly, talk the matter over with your Assessor/Lecturer. They will respond within 5 working days of your initial appeal submission.

Stage 1 – Formal

If the matter is not resolved with the Assessor/Lecturer, if you are dissatisfied with the response from your assessor, or feel that you cannot approach the assessor e mail [formal appeal stage 1](mailto:quality@glasgowkelvin.ac.uk) form below to quality@glasgowkelvin.ac.uk

This appeal will be forwarded to the Curriculum Manager. The advice of the Internal Verifier will be sought on the validity of the result awarded within 5 working days of your formal appeal submission.

Stage 2 – Formal

If you are unhappy with the result of the informal and stage 1 formal appeal and you wish a further appeal, e mail the Quality Enhancement Manager quality@glasgowkelvin.ac.uk using [formal appeal stage 2](#) form. An independent Appeals Panel will investigate the matter further and give you their findings by e mail/letter within 10 working days.

For non-regulated qualifications (HNs, NQs), you have no further right of appeal against internal assessment decisions of the Appeals Panel. The final decision rests with Glasgow Kelvin College. The Awarding Body will not accept internal assessment appeals.

Stage 3 – Appeal to Awarding Body

For all regulated qualifications (including all SVQs) further appeal may be considered. If you have gone through all stages of Glasgow Kelvin College's internal assessment appeals procedure and remain dissatisfied with the outcome or the way in which we handled your appeal you can:

- appeal to the relevant Awarding Body
or if unresolved
- appeal to the relevant Accreditation Body (*or Ofqual if relevant*) if you feel that the College and/or the Awarding Body has not dealt with your appeal appropriately.

If appealing to the relevant awarding body, candidates should submit appeals to the Director, in writing, within 15 working days of receiving written notification from the college on the outcome of the appeal. The awarding body may consider appeals lodged outside this timescale if there are legitimate reasons for the delay. The letter should be clearly marked as an appeal.

The appeal must include a detailed written account of why the candidate thinks that the College's decision is wrong, and must include the candidate's evidence to support their case.

The awarding body Director considering the appeal may seek additional information to assist their review of the case. They may consult experienced subject specialists who were not involved in the original decision when considering appeals against assessment judgement to help review the evidence.

The awarding body Director will inform the candidate and the centre in writing of the decision within 15 working days of receiving all the information relevant to the appeal and will give the reasons for the decision.

The awarding body will deal with the appeal as quickly as possible. If, for any reason, the matter cannot be resolved within this period, the awarding body will keep the candidate informed of progress.

The college will also advise candidates that if they are unhappy with the way this appeal to the awarding body has been handled, they have the right to raise this matter with the appropriate regulator, who will advise them of the next steps in their review of the awarding body's process in reaching this decision.

The Accreditation Body (*or Ofqual if relevant*) cannot overturn assessment decisions or academic judgements but may investigate the effectiveness of the centre and/or Awarding Body appeals process and require corrective action.

In the case of an appeal, the College will retain records, including all materials and evidence, until the appeal has been resolved. Thereafter, assessment and internal verification records for appeals cases will be retained for six years thereafter, unless there is a legitimate reason to retain records for a further period.

Contact quality@glasgowkelvin.ac.uk for further guidance.

Awarding Body Contact Details:

SQA (Appeals) The Optima Building 58 Robertson Street Glasgow G2 8DQ SQA Head of Accreditation SQA Accreditation The Optima Building 58 Robertson Street Glasgow G2 8DQ accreditation@sqa.org.uk	NCFE Q6 Quorum Business Park Benton Lane Newcastle upon Tyne NE12 8BT service@ncfe.org.uk https://www.ncfe.org.uk/
Pearson 190 High Holborn London WC1V 7BH www.qualifications.pearson.com	City & Guilds 1 Giltspur Street London EC1A 9DD www.cityandguilds.com
Ofqual (Regulated Qualifications) 21 Spring Place Herald Avenue Coventry CV5 6UB public.enquiries@ofqual.gov.uk info@ofqual.gov.uk	

Appeal against Internal Assessment Decision

(Reviewed by the Curriculum Manager and Internal Verifier)

Student details			Formal Appeal	
STAGE 1				
Name				
Address		Postcode		
e-mail		Phone		
Course details				
I wish to submit an appeal to the Curriculum Manager regarding the assessment decision of the following unit:				
Unit name and number		Assessment received on this date		
Course and level				
Curriculum manager				
I have discussed this problem with				
Assessor / lecturer		Discussed on this date		
Appeal hearing				
I wish to exercise my right to discuss my appeal with the Curriculum Manager				Yes/no
I wish to exercise my right to be accompanied by a representative				Yes/no
Student representative				
Student signature		Appeal made on this date		

Appeal against Internal Assessment Decision

Formal Appeal – stage 1

Please provide details of the basis of your appeal – continue on further sheets if necessary.

Mail the completed form to: quality@glasgowkelvin.ac.uk or write to:

Quality Enhancement Manager, 123 Flemington St. Springburn, Glasgow, G21 4TD

Appeal against Internal Assessment Decision

Reviewed by Appeals Panel – will include a minimum of 2 of the following: SCM
Quality, Director of Curriculum and/or Quality Enhancement Manager

Student details		Formal Appeal	
STAGE 2			
Name			
Address		Postcode	
e-mail		Phone	
Course details			
I wish to submit an appeal to the Appeals Panel regarding the assessment decision of the following unit:			
Course and level			
Curriculum manager			
Grounds for Appeal			
I wish to submit an appeal to the Appeals Panel			
In my opinion there were serious irregularities in the proceedings of the stage 1 Appeals Panel considering my appeal			Yes/no
Further information relevant to my appeal has become available which was not previously considered by the Appeals Panel			Yes/no
Appeal Hearing			
I wish to exercise my right to discuss my appeal with the Appeals Panel			Yes/no
I wish to exercise my right to be accompanied by a representative			Yes/no
Student representative			
Student signature		Appeal made on this date	

Appeal against Internal Assessment Decision

Formal Appeal – stage 2

Please provide details of the basis of your appeal – continue on further sheets if necessary.

Mail the completed form to: quality@glasgowkelvin.ac.uk or write to:

Quality Enhancement Manager, 123 Flemington St. Springburn, Glasgow, G21 4TD