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1. Aim

All students of Shrewsbury College are able to challenge the outcome of their assessment/assignments at the level of unit/module competence, if they consider that the assessment has not been carried out appropriately. This Internal Appeals policy specifies the standard arrangements for dealing with assessment/assignment queries.

It is acknowledged that staff already deal with student assessments/assignments in a professional manner; but the aim of this document is to formalise these arrangements so that a common procedure can be applied throughout Shrewsbury College.

2. Appeals against Internal Assessment of Work: For External Qualifications

Shrewsbury College is committed to ensuring that whenever their staff assesses students' work for external qualification, this is done fairly, consistently and in accordance with the specification for the qualification concerned.

Assessments/Assignments are conducted by staff who have appropriate knowledge, understanding and skills, and who have been trained in this activity. Shrewsbury College is committed to ensuring that assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specifications for each subject.

Where a set of work is divided between staff, internal moderation and standardisation will ensure consistency. If a student feels that this may not have happened in relation to their work, they may make use of this internal appeals procedure.

It should be noted that, in the case where a student submits work after the internal submission deadline, they may not have recourse to any/all stages of this internal appeal process since the deadline for submitting marks to the awarding organisation is fixed; this is likely to be rare but it is a risk the student incurs if they fail to meet the internal deadline for submission of work.

The timelines identified below enables the college to meet awarding organisation deadlines. Only in exceptional circumstance and at the college's discretion, where possible, may these timelines be adjusted.

After work has been assessed and moderated internally to ensure consistency of marking within the centre, as set out in the Assessment Policy, it is moderated externally by the awarding organisation to ensure consistency between centres. Such external moderation can change the marks awarded for internally assessed

work. This is outside the control of Shrewsbury College and is not covered by this procedure.

Where an appeal to an awarding organisation is possible, the awarding organisation will require that the college's internal appeals process must have been fully completed before they will consider any direct appeal by an individual candidate. However please note that a direct appeal is not possible for many qualifications because the awarding organisation will already have moderated the work submitted by the centre.

3. Core Principles

- To enable the student to enquire, question or appeal against an assessment decision.
- To attempt to reach understanding between the student and the assessor at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness.
- To protect the interests of all students and the integrity of the qualification.

In order to do this, Shrewsbury College will:

- Inform the student, of the Internal Appeals Policy on return of their coursework mark.
- Record, track and validate any appeal.
- Keep appeals records for inspection by the awarding organisation for a minimum of 18 months.
- Have a staged appeals procedure.
- Will take appropriate action to protect the interests of other students and the integrity of the qualification when the outcome of an appeal questions the validity of other results.
- Monitor appeals to inform quality improvement.

4. Procedure

Appeals should be made as early as possible regardless of the number of assessments to follow or stage in the calendar year.

The first stage of the appeals process should be shared with students on return of their coursework marks to allow an appeal within the timeframe.

The Internal Appeals Procedure involves the following 2 stages:

Stage 1

Within 2 working days of the final assessment's mark being returned, the student should contact the member of staff who assessed the work and arrange to discuss the assessment as an informal review.

The teacher will review the assessment with the student against the assessment criteria available, providing the student with a copy of the criteria. This process should be recorded on the Informal Review Form ([Appendix A](#)) and uploaded to Promonitor documents along with a comment to make the Curriculum Director / Programme Leader for that course aware.

If an error is identified during this review, then the mark will be corrected and updated.

Otherwise, the student then has 5 days from the meeting to review their work against the criteria. If they consider there is grounds for appeal, then they can submit an Internal Appeals - API Form ([Appendix B](#)) to the Curriculum Director/Programme Leader for that course. The student will be informed about the API form and the timelines during the informal discussion.

Stage 2

Stage 2 is invoked on the return of the API form to the Curriculum Director / Programme Leader by the student within 5 days of the informal review.

At this stage the student must sign the form to state that they are aware of the Internal Appeals Policy and have been given a copy of it. They will also sign a statement to acknowledge that a review of marking could result in marks going down as well as up.

- a. The appeal should be made in writing to the Curriculum Director / Programme Leader stating the details of the issue and the reasons for the appeal using the API form.
- b. The appeal must be submitted within 5 days of the informal review meeting at stage 1.

- c. Where the Curriculum Director / Programme Leader is also the teacher or IQA then the appeal should be made to the Curriculum Director (or VP A Levels / VP Technical and Vocational Education if the Curriculum Director is already involved).
- d. The teacher involved in the assessment will be given a copy of the API form and will be given the opportunity to respond.
- e. The assessment undertaken by the student will be photocopied and all marks and comments made by the assessor removed.
- f. An alternative and appropriately trained member of staff will be sourced to re-assess the work. All assessment criteria involved with the work must be available. The second member of staff will re-assess the work and submit a mark. If an error is identified, then the mark will be corrected and updated. The re-assessment will be discussed with the original teacher.
- g. The student will be presented with the results of this re-assessment in writing by the Curriculum Director / Programme Leader within 5 working days of the submission of Form API and a copy of the letter will be forwarded to and held with the VP Quality, Apprenticeships and Information. (Stage 2 appeal outcome letter template is available on Infopoint Documents for Staff)
- h. This concludes the internal review process and it is this reviewed mark which will be submitted to the awarding organisation when the whole cohort marks are submitted.
- i. The awarding organisation will then conduct their normal moderation process to ensure that the centre's marking is in line with national standards.
- j. The moderation process carried out by the awarding organisation may result in a mark change, either upwards or downwards, even after an internal review.

For Higher Level qualifications please refer to the HE Appeals Policy.

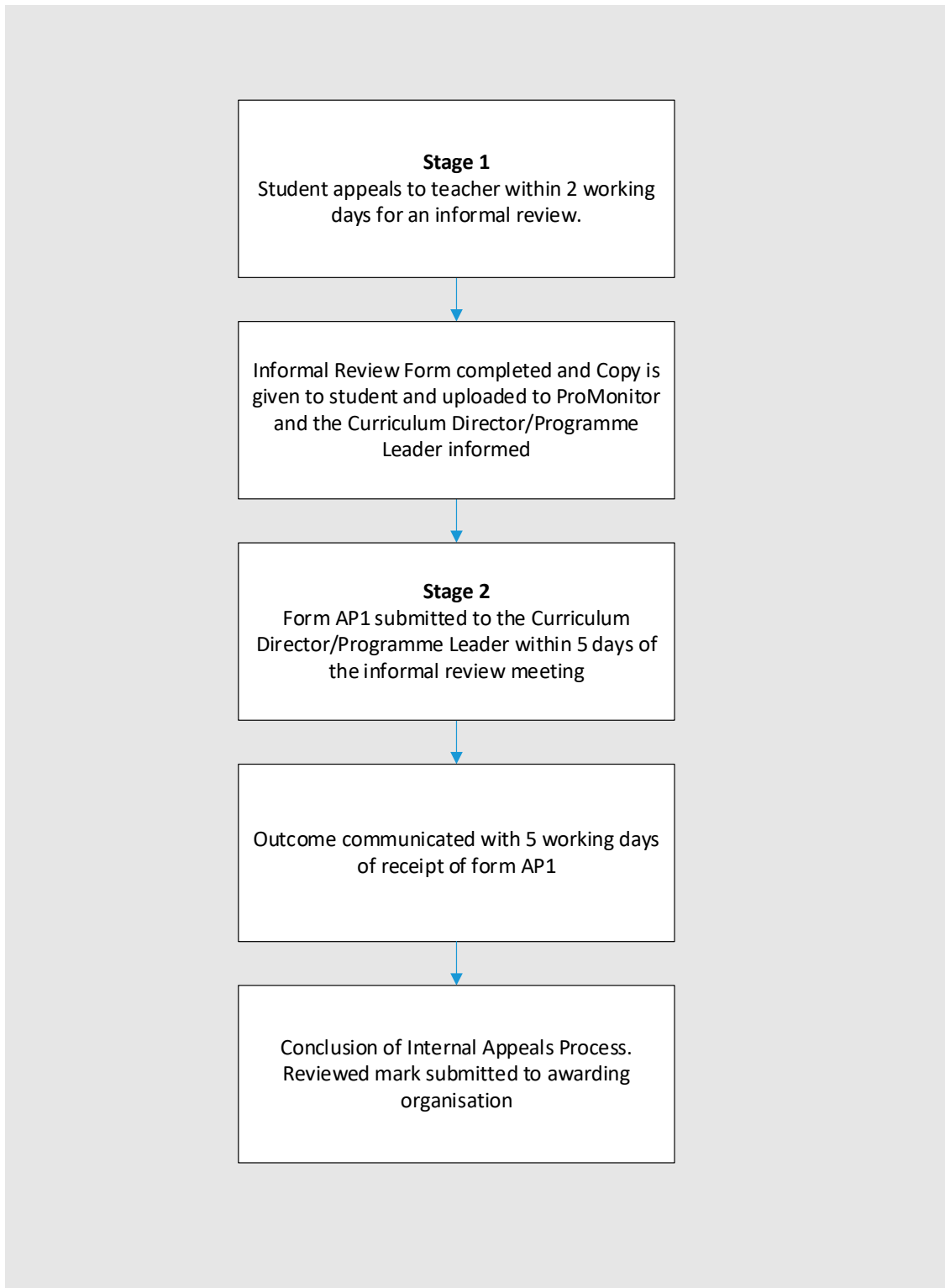
5. Related Documents

Assessment Policy,

Malpractice & Maladministration Policy

BTEC Qualification Website – Pearson

FLOWCHART OF PROCESS



Appendix A - Informal Review Form

Please complete this form at Stage 1 Meeting and upload it to ProMonitor including a comment to the Curriculum Director and/or Programme Leaders. A copy should be given to the student.

Student Full Name:		
Student ID:		
Teacher Name:		
Subject:		
Title of coursework:		
	Please tick as appropriate	
An informal discussion about the coursework marking has taken place with reference to the marking criteria		
The student has been provided with the marking criteria		
The student has been provided with a copy of the Internal Appeals policy		
The student is aware of the timelines within the policy and that they have 5 days to return Form API if they wish to appeal further		
A copy of this form has been provided to the student.		
Teacher signature and date		
Student signature and date		

Appendix B - Internal Appeals - API Form

The completion and submission of this form instigates the **formal** Stage 2 Internal Appeals Procedure and should be used in conjunction with the Internal Appeals Policy. Before submitting a formal appeal, you should discuss the matter with your course teacher for your area to gain a full understanding for the reason for the result or decision against which you wish to appeal and to seek to resolve the matter **informally**.

Important notes:

- You may only appeal on your own behalf.
- An appeal submitted by a third party will not be accepted unless accompanied by written authorisation from you.
- The appeal form must be submitted to the Curriculum Director/Programme Leader within 5 days of the informal review of the mark which you are appealing.
- A review of marking could result in a change to the mark which means the mark could go down or up.

1. About You

Full Name:			
Student ID Number:			
Programme of Study: (e.g. subjects being studied)			
Year of Study:			
Address:			
Tel no:		Mobile no:	
E-mail:*			

*if enrolled at college, you will be contacted via your college email account

Cont'd

2. About Your Appeal

a) Please state the decision against which you are appealing: (ie. Subject, NEA component, mark awarded)	
b) Please tick the box(es) below to indicate on what grounds you are appealing:	
(i) There has been a material administrative error or procedural irregularity in the assessment process or in putting into effect the regulations for the programme of study such as to cause significant doubt as to whether the decision might have been different if the error or irregularity had not occurred.	
(ii) There is evidence of prejudice or bias or lack of proper assessment on the part of one or more of the examiners.	
c) Please give details of your appeal here, including the date of the matter under appeal and your desired outcome (continue on a separate sheet if necessary)	
d) Please indicate what supporting documentation you are submitting in support of your appeal (if any) and attach it to a hard copy of this form, duly signed.	

Cont'd

e) Please outline any steps that you have already taken to address the issues raised in your appeal informally within your curriculum area (please include the names of staff with whom you have been in contact and attach any correspondence that you have had with them). If you have not contacted the Curriculum Director/Programme Leader for your area informally please provide the reason why.

I have been provided with a copy of the Internal Appeals Policy: Yes / No

Declaration:

I declare that the information given in this form is true.

I am aware that a review of the marking could result in a change to the mark which means the mark could go down or up.

Signed:

Date:

Note: In order to consider your appeal fully, the College will need to disclose the appeal to members of staff whose input may be required.

Office Use

Date Received:

Received by (staff name):