

# **Assessment Appeals Policy**

Thames College of Professional Studies (TCPS) believes that each learner has the right to appeal against an assessment decision if she/he feels that a decision is unfair. The Policy is part of the College's quality assurance framework.

## **Core Principles:**

- All assessment practice and procedures should conform to the standards set out in TCPS Assessment Policy.
- All learners should be aware of their right to appeal against an assessment decision if he/she thinks a decision is unfair.
- Assessment appeals should be made using the relevant Appeal Form.

## **Implementation:**

- Implementation of this policy will be steered by Program Coordinator; however the Head of Quality Control will undertake the detailed monitoring of process and procedure.
- The processes associated with assessment appeals is co-ordinated by the Program Coordinator
- Teachers and Program Assessors will support to resolve assessment appeals prior to the formal process being evoked.
- Implementation of the core principles is at programme team level where learner awareness of the Assessment Appeals Policy and procedure is an integral part of the induction process.
- The formal process is implemented once a learner has completed an assessment appeal form. These are available from reception and administration office. Appeals forms should be returned to the Program Coordinator no later than 21 days after the assessment was awarded.

## **Quality Assurance:**

Monitoring of the implementation of the Assessment Appeals Policy is undertaken at a variety of levels:

- Awarding Body representatives scrutinise the assessment appeals policy and procedure to ensure national guidelines are followed;
- Awarding Body assessment audits are undertaken and the reports are scrutinised by the Quality Controller and followed up by the central quality team;
- The Director is also responsible for monitoring the process of all formal assessment appeals;
- Teacher and Program Managers will ensure that all formal assessment appeals adhere to the relevant college procedure, the Assessment Appeals Procedure.

The College assessment appeals procedure is intended to help you if you feel that an assessment decision awarded you is unfair. The procedure only applies to assessment awarded by assessors/teachers employed at Thames College of Professional Studies.

Appeals relating to external assessments are regulated by the relevant Awarding Body, your assessor/class teacher or personal tutor will advise you if you feel you have been unfairly treated in external assessments.

The procedure that follows sets out the steps that you should follow in the event of a problem and indicates the timescale within which you should act. It is in your best interests to raise your concerns as soon as possible.

**Stage One:** If you disagree with the assessment awarded to you, you should discuss the issue with the teacher or assessor responsible within seven days of receiving the assessment decision. If you have been unable to resolve the issue you should move to the next stage.

**Stage Two:** You will now need to take the matter to your personal tutor who will discuss your view with you and liaise with your class teacher/assessor. If the matter is still unresolved you should proceed to Stage Three.

**Stage Three:** At this point the assessment appeals procedure becomes more formal. To proceed you need to obtain an assessment appeal form. These are available from the college administration and must be completed and returned to the Program Coordinator no later than 21 days after you received the original assessment. You should submit copies of all evidence relating to the assessed work and explain in detail the circumstances leading to the appeal.

**Stage Four:** Upon receipt of the form, the Vice Principal or nominee will ensure that the appeal is dealt with in line with Awarding Body policy.

The appeal form will be processed and Head of Quality Control will form a panel consisting of teachers not involved in your paper marking. The independent panel will meet within ten working days of receiving your request. The panel will comprise of three people not involved to date including the relevant teacher or training manager. You will be invited to attend at the beginning of the meeting to outline your case. You may bring a friend or family member with you. You will then be asked to withdraw from the room. The assessor/teacher responsible for assessing the work will also be invited to comment on why that particular assessment was awarded and likewise they will be asked to withdraw from the room.

The panel will then consider the assessed work and reach a final decision. The decision will be sent to you in writing within three working days of the appeals panel meeting. The decision of the appeals panel is final and there is no further appeal possible.

# Assessment Appeals Form

If you feel that your work has been wrongly assessed you may use the College's Assessment Appeals Policy and associated procedures. This is available from College administration. You should discuss your concerns with your teacher/assessor and if relevant your personal tutor within seven days of receiving your assessment. Most concerns can be resolved in this way. If you feel dissatisfied after talking to them, complete this form and return it to the Program Coordinator within 21 days of receiving your mark/grade. We will deal with your appeal as outlined in the policy

Please print your name:

Name of your programme:

Name of the teacher/assessor who assessed your work:

Date you received your assessment outcome:

## **Stage 1:**

Date discussed with your teacher / assessor:

## **Stage 2:**

Date discussed with your personal tutor:

## **Stage 3:**

Explain in detail why you think this assessment decision is unfair. Please attach copies of any evidence to clarify your point.