

Polisi Coleg Penybont Bridgend College Policy



Enw'r Polisi/Policy Name: Appeals Policy and Procedure/Polisi a Gweithdrefn Apelio

Cod y ddogfen/Document code (os yn berthnasol/if applicable)

Adran/Department: Quality

Awdur y Ddogfen/Document Author: Elizabeth Evans

Teitl Swydd/Job Title: Director of Curriculum and Quality

Dyddiad Cymeradwyo/Date of Approval: September 2022

Dyddiad Adolygu/Review Date: September 2025

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Policy Checklist:

Policy Inception Requirement	Yes / No / N/A	Supporting information
Has an Equality Impact Assessment been completed? See form below.	Yes	
Has a Welsh Language Impact Assessment been completed? See form below.	Yes	
Has a Data Protection Impact Assessment been considered with regards to this policy? If yes, please contact the Information Services Manager in order to complete a Data Protection Impact Assessment.	N/A	
Has the review taken account of the latest Guidance/Legislation?	Yes	
Is legal advice required? If yes, please ensure you have taken the necessary steps to secure the appropriate legal advice before proceeding further.	No	
Is staff training required? If yes, please ensure that the necessary training is arranged through the Learning & Development Advisor.	No	
Are there HR related issues that need to be considered? If yes, please contact the HR Manager to discuss further.	No	
Are there financial issues? If yes, please contact the Finance Manager to discuss further.	No	

1. Pwrpas ac Amcanion / Purpose and Objectives:

1.1 Policy Rationale

Bridgend College is committed to providing high quality learning programmes for all students. Integral to this is monitoring and evaluating the quality of learning programmes to ensure internal and external quality assurance standards set by Awarding Organisations are met. The Appeals Policy is available for use by students, staff and the general public as part of the College's Curriculum and Quality framework. This Policy relates to Further Education, and Higher Education which is not delivered as part of a franchise arrangement with a University partner. Where Higher Education is delivered as part of a franchise arrangement with a University partner, please refer to the relevant University regulations and process.

2. Manylion y Polisi / Policy Details:

2.1 Assessment and Awarding of Grades

The process aims to be fair and accessible to all students as they progress on their chosen programme of study. All students should be informed of their right to appeal against an assessment decision at the time of Induction and this should be reinforced throughout the learning programme by the course team. Informal resolutions to appeals against assessment decisions should be sought between assessor/lecturer and the student. The Internal Verifier can be involved in these informal discussions as they arise, to seek that early resolution. Resolution should aim to be timely and as swift as possible.

2.2 Pre-appeal Action

Where practical, the student should discuss their objection to the assessment decision with the lecturer/assessor prior to making a formal appeal. The lecturer/assessor should be open-minded to the points raised by the student, discuss the matter with their Internal Verifier, and a solution sought which makes an appeal unnecessary. If this cannot be achieved, the student must be advised of their right to appeal.

It is recognised that the assessment and grading of work is a vital service performed by College staff. If a student feels that a decision relating to a summative assessment/grading is unfair or unreasonable, they have the right to question that decision. They may query:

- unequal opportunities to demonstrate competence or knowledge,
- lack of clear and precise assessment criteria,

- disagreement between the assessor and the student with respect to the quality level of work submitted.

2.3 The Appeals Process

- Appeals can be made in writing by the student, using the pro forma in section 2.3. The written appeal should be submitted to the Deputy Curriculum Manager within the Curriculum Area, within 10 working days of the student/candidate being notified of the assessment decision against which the appeal is being made. When a student appeal is submitted, the Quality Team must be informed as soon as is reasonably possible, and before the Appeals Review process commences.
- The written appeal must be reviewed and discussed by the Deputy Curriculum Manager and the lecturer/assessor who made the decision, and sent to the Internal Verifier/IQA responsible for the quality assurance standards on the learning programme. Where the Deputy Curriculum Manager is the lecturer/assessor involved in the original assessment decision, the Curriculum Manager must continue the process outlined below.
- The Deputy Curriculum Manager must identify an appropriately qualified member of staff to evaluate the evidence and give a judgement (the Appeals Reviewer). This person must be independent of the original assessment decision. The Appeals Reviewer could be a member of the learning programme team, a Deputy Curriculum Manager from another Curriculum Area, a Curriculum Manager, or a Head of Curriculum.
- The Deputy Curriculum Manager must ensure that the organisational structure of the centre supports an objective judgement of the appeal.
- The Appeals Reviewer will complete the Appeals Review Pro forma in section 2.4 and report back to the Deputy Curriculum Manager, who will make the final judgement on the appeal.
- The appeal decision must be communicated to the student by the Deputy Curriculum Manager within 10 working days of the written appeal being received.
- If the student is not satisfied with the outcome of the appeal a further appeal may be made, in writing to the Quality Team within 10 working days of the judgement being communicated. The Appeals Review Pro forma in section 2.4 should also be used for this step.

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2.3 Pro-forma for student appeal against assessment decision

Please complete and submit this form to your **Deputy Curriculum Manager** within 10 working days of receiving the Assessment Decision that you wish to appeal. Read the **Appeals Policy** carefully before completing this Pro forma.

Student Name and ID number:	
Course Tutor name:	
Internal Verifier name:	
Course Title and Code:	
Component/Unit:	
Date of Assessment:	
Assessment Title:	
Please outline your reasons for your appeal against the Assessment Decision.	
Student signature:	
Date:	

For College Use Only:

Received by:		Date received:	
Appeal Reviewer name:		Date Appeal Reviewer allocated:	
Date Quality Team notified:			

2.4 Appeal Review Pro-forma

This pro-forma must be appended to a copy of the relevant completed *Pro forma for student appeal against assessment decision*.

Date appeal received:	
Appeal Reviewer name and job role:	
Student name and ID number:	
Overview of appeal received (making detailed reference to the assessment decision, assessed work, and evidence reviewed):	
Recommended decision and rationale:	
Where the appeal is successful, please identify the specific failure in the centre's assessment regime and the corrective actions that you recommend:	
Appeal Reviewer signature:	
Date Appeal Review concluded:	

To be completed by the Curriculum Area Leader for Quality:

When was the student informed of the Appeal Review outcome, and by whom?	
Date all relevant material provided to Quality Team:	
<u>Quality Team only</u> : Date Appeals Log completed:	

3. Cyfrifoldebau (os yn berthnasol) / Responsibilities (if applicable):

Centre actions following an appeal:-

- The curriculum team must retain full details of the appeal for a period no less than five years. A copy of the materials relating to the appeal must also be submitted to the Quality Team, and the appeal will be recorded in the Appeals Log.
- If the appeal is successful the Deputy Curriculum Manager must identify the specific failure in the centre's assessment regime and implement corrective actions.

4. Dogfennau Cysylltiedig (os yn berthnasol)/ Related Documents (if applicable):

- The Appeals Policy for the Awarding Organisation through which the qualification is awarded must be consulted in conjunction with this policy.

5. Adolygiad dogfen/Document review:

Reviewed Sept 2022

EQUALITY IMPACT ASSESSMENT FORM



Enw'r Polisi / Gweithdrefn Name of Policy / Procedure	Appeals Policy and Procedure				
Perchennog y Polisi Policy Owner (to complete this EIA)	Elizabeth Evans, Curriculum and Quality				
Nod(au) a Phwrpas y Polisi Aim(s) and Purpose of Policy	To provide a policy and procedure for student appeals against assessment decisions.				
Ar bwy mae'r polisi hwn yn effeithio? Who does the policy affect?	Dysgwyr Learners	<input checked="" type="checkbox"/>	Staff	<input checked="" type="checkbox"/>	Y Cyhoedd / General Public

Equality characteristic	Positive impact	Neutral impact	Negative impact	Reason/comment
Age			x	
Disability			x	
Gender reassignment			x	
Marriage and civil partnership			x	
Pregnancy and maternity			x	
Race			x	
Religion or belief			x	
Sex			x	
Sexual Orientation			x	

Date completed: 26.09.2022

Signed by Manager completing the assessment:

Asesiad Effaith Iaith Gymraeg/ Welsh Language Impact Assessment

Enw'r Polisi / Gweithdrefn Name of Policy / Procedure	Appeals Policy and Procedure				
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Safonau Iaith Gymraeg / Welsh Language Standards

Rhif/ No.	Math/ Type	Safon / Standard	Cadarn haol (gallai fod o fudd) Positive (could benefit)	Negyddo l (gallai effeithio) Negative (could impact)	Dim Effaith No Impact
94	Safonau Llunio Polisi Policy Making standards	<p>Pan fyddwch yn llunio polisi newydd, neu'n adolygu neu'n addasu polisi sydd eisoes yn bodoli, rhaid i chi ystyried pa effeithiau, os o gwbl (pa un ai yw'r rheini'n bositif neu'n andwyol) y byddai'r penderfyniad polisi yn eu cael ar— (a) cyfleoedd i bersonau ddefnyddio'r Gymraeg, a (b) peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.</p> <p>When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.</p>			x

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Cynllun Gweithredu / Action Plan

Dylai camau gweithredu ddangos camau i'w cymryd i leihau neu, lle bo modd, ddileu unrhyw effaith negyddol ar yr Iaith Gymraeg.

Actions should demonstrate steps to be taken to reduce or where possible, eliminate any negative impact on the Welsh Language.

Gweithredu/ Action	Pwy/ Who	Erbyn Pryd/ By When	Mesur Llwyddiant/ (sut y byddwn ni'n gwybod ein bod wedi cyflawni'r camau gweithredu) Success Measure (how will we know we have achieved the action)

Dyddiad Cwblhau Aseu / Assessment Completion Date: 26.09.2022