



South
Lanarkshire
College


East Kilbride

Student Assessment Appeals

Policy and Procedures

Version Number: 1.0

Document Information

Procedure Published/Created:	Pre 2010
Reviewed Date:	February 2023
Owner:	Quality Unit
Approved by:	QEG
Equality Impact Assessment:	 Adobe Acrobat Document
Next Review Date:	February 2024

Version History

Version Number	Date	Author	Rationale
1.0	February 2022	Quality	

Quick Links

We are inclusive and diverse, and this is one of our values.

We are committed to the FREDIE principles of Fairness, Respect, Equality, Diversity, Inclusion and Engagement.



To find out more about FREDIE click [HERE](#)

To find out more about our Vision, Mission and Values click [HERE](#)



Need help with accessibility? Click [HERE](#) to view our accessibility pages.

Table of Contents

STUDENT ASSESSMENT APPEALS POLICY/PROCEDURE	4
Stage 1 Informal Procedure.....	5
Stage 2 Formal Procedure	5
Stage 3 Assessment Appeals Panel.....	6
Stage 4 Awarding or Regulatory Body Appeal.....	7

STUDENT ASSESSMENT APPEALS POLICY/PROCEDURE

1 AIM OF THIS POLICY AND PROCEDURES

This policy is designed to ensure a fair and consistent procedure is available to students who have grounds to appeal an assessment decision and to request a review of that decision.

2 INTRODUCTION

A student can appeal against a result notified to them by a member of the College lecturing staff.

Without prejudice to the outcome of the appeal, a student may continue to attend classes and to make use of college facilities whilst the appeal is being heard.

Students, having completed their course of study and have submitted a request for a review of an assessment result may be unable to receive their award until the appeals has been fully resolved.

3 INDUCTION INFORMATION

All students are informed of the procedure regarding assessment appeals during induction.

This information is also available in the Student Handbook and on the College Website.

4 GROUNDS FOR APPEAL

Appeals against assessment decisions will only be considered on the following grounds:

- 4.1 An administrative error or material irregularity has occurred.
- 4.2 The assessment and re-assessment process was not conducted in accordance with the programme or unit guidelines.
- 4.3 The student's performance has been affected by ill health or other valid reason during the assessment.

All assessment appeals must be supported by documentary evidence such as a medical certificate.

5 APPEAL STAGES

The appeal procedure should be initiated after an unsuccessful initial enquiry to the class lecturer/assessor.

Stage 1 Informal Procedure

A student who is dissatisfied with an assessment result must, in the first instance, discuss the matter with the lecturer/assessor or guidance lecturer. This should normally be done within five working days of receiving the result of any assessment.

The informal procedure will not affect the student's right to invoke the formal assessment appeals procedure, but will represent an early opportunity for ambiguities to be resolved and extenuating circumstances to be taken into account.

It should be noted that all assessment decisions are subject to internal and external verification prior to results being confirmed.

Stage 2 Formal Procedure

If the matter is not resolved through the informal procedure, a student wishing to make a formal appeal must do so in writing using the Student Assessment Appeals form (SA1), outlining the reasons for the appeal including documentary evidence. This must be done within five working days of the informal procedure being concluded.

The Curriculum Manager will acknowledge the formal appeal and will investigate within ten working days of receipt of the appeal. The investigation may involve interviews with the lecturer/assessor, the internal verifier, the Course Team leader and the student.

The outcome of the appeal will be confirmed in writing by the Curriculum Manager within five working days of the investigation being concluded and will include information on how the assessment appeal was investigated using the Student Assessment Appeals form (SA2).

The outcome of the appeal will also be disseminated to the Quality Manager.

If the student is dissatisfied with the decision of the formal appeals procedure, they can appeal directly to the Assessment Appeals Panel by writing to the Quality Manager within five working days of the formal appeals procedure being concluded.

Stage 3 Assessment Appeals Panel (Sub Committee of the Academic Board)

If an appeal is referred to the Assessment Appeals Panel the chair shall in the first instance, determine if the Grounds for Appeal meets the criteria outlined above. The decision of the chair is final in this respect.

Should the chair of the Assessment Appeals Panel deem the grounds for appeal to be sufficient, they shall convene the appeals panel within 5 working days of receiving the appeal.

Assessment Appeals Panel Membership

This panel will consist of members of the Academic Board from the Faculties not involved in the appeal.

Associate Principal (Chair of Assessment Appeals Panel)
Depute Head of Faculty
President of the Students' Association
Curriculum Manager for Quality (CMQ)

Members of the appeals panel must receive the following information from the Curriculum Manager for Quality (CMQ) prior to the Appeals Panel convening.

- The student's appeal pro forma, together with supporting documentary evidence
- The findings from Stage 2 of the Formal Procedure carried out by the Curriculum Manager
- The unit or programme assessment requirements
- The results of all the students taking the particular assessment

Evidence submitted on the day of the hearing will not be considered.

The Chair will inform the student in writing of the outcome of the meeting using the Student Assessment Appeals form (SA3), no later than five working days after the Appeals Panel meeting has taken place.

The CMQ will be responsible for ensuring that any actions recommended by the panel are implemented.

Stage 4 Awarding or Regulatory Body Appeal

Students undertaking regulated qualifications (vocational qualifications e.g. SVQ, NVQ) can appeal against the College's internal assessment decision to the relevant awarding or regulatory body.

Students must have exhausted the College's appeals process before appealing to the awarding or regulatory body and must be able to provide evidence that they have followed this process.

Stage	Appeals Procedure	Student	Findings	Next Stage
1	Informal Procedure	Appeal within five working days of the result.	Resolution	Formal Appeal
2	Formal Procedure	Appeal within five working days of the informal procedure being concluded.	Confirm outcome within five days of the Formal Appeal being concluded	Assessment Appeals Panel
3	Assessment Appeals Panel	Appeal to the Assessment Appeals Panel by writing to the Quality Manager within five working days of the formal appeals procedure being concluded.	Confirm outcome within five days of the Assessment Appeals Panel meeting being concluded	Awarding or Regulatory body for regulatory qualifications only (vocational qualifications e.g. SVQs/NVQs)
4	Awarding or Regulatory body	Appeal in line with awarding body timelines for regulatory qualifications only (vocational qualifications e.g. SVQs/NVQs).		



South
Lanarkshire
College

East Kilbride