

Academic Appeals Procedure

September 2017

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Version Control History

Version Number	Date of Change	Summary of Revisions Made
6	August 2015	Amended to include additional appeal route to SQA Accreditation.
7	November 2016	Amended to: <ul style="list-style-type: none">▪ Reflect change in role title of Sector Manager.▪ Add sections for definitions and responsibilities.▪ Change responsibilities of investigation of appeal from Head of Curriculum to Sector Manager.▪ Change responsibilities of determination of grounds of an appeal on an outcome from Principal to Head of Quality.
7.1	May 2017	Moved para 8.2 to higher in section.
7.2	September 2017	Added Responsibilities section, and BCS appeal process.

Title: Academic Appeals Procedure
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Academic Appeals Procedure

Further Education

1 Introduction

The College academic appeals procedure has been devised with the aim of being fair to all parties concerned. The procedure allows the student to raise an appeal at an informal level and, if the outcome of this is not satisfactory, to use the formal procedure. Students may appeal against an internal assessment decision or against a decision about progress between levels.

Appeals will not normally be accepted from 3rd parties.

2 Scope

2.1 This procedure applies to all non-regulated provision delivered by Perth College UHI up to and including SCQF Level 6. Appeals relating to provision at SCQF Level 7 and above are dealt with in accordance with the UHI Academic Standards and Quality Regulations.

2.2 This procedure applies to all regulated provision delivered or managed by Perth College UHI up to and including SCQF Level 7. Appeals relating to provision at SCQF Level 7 and above are dealt with in accordance with the UHI Academic Standards and Quality Regulations.

3 Responsibilities

3.1 Student – a student is responsible for adhering to the relevant conditions of assessment including submission deadline and fulfilling the parameters of the assessment brief and when submitting an appeal ensuring they meet the required deadline.

3.2 Assessor – where a student raises an informal query regarding their assessment the assessor is obliged to refer the assessment decision to the internal verifier for moderation. The assessor is responsible for informing the student's PAT of all informal assessment appeals they receive.

3.3 Personal Academic Tutor is responsible for logging all informal academic assessment appeal requests. Where a student has previously discussed their informal appeal with their assessor, or comes direct to the PAT, the PAT is responsible for providing advice and guidance to the student on their assessment query, and where they feel they have a case to be answered that can be informally resolved refer the assessment decision to the assessor and the relevant IV for moderation.

3.4 Sector Manager is responsible for investigating a formal assessment appeal and ensuring that all relevant staff/departments have been notified of the appeal.

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- 3.4.1 Subject Leader as above for the Sector Manager role.
- 3.5 Sector Development Director will act as a panel member on any assessment appeal panels relevant to their curriculum area.
- 3.6 **Head of Quality** is responsible for determining if a formal appeal has grounds and informing the student thereof. Where an appeal has grounds the Head of Quality is responsible for establishing an appeals panel.

4 **Grounds for Appeal**

The only grounds for an Academic Appeal are:

- 4.1 Irregularities in the operation of specified College procedures for either:
- Assessing student evidence; or
 - The procedures for the processing of student results.
- 4.2 Personal circumstances which, for good reason, were not known to the Assessor or Internal Verifier at the time of the original decision.
- 4.3 Appeals that question the academic judgement of a lecturer will not be entertained.

5 **Informal Procedure**

- 5.1 If a student believes they have grounds for an appeal they should, in the first instance, discuss the matter with the Assessor. If they are dissatisfied with the response or feel they cannot approach the assessor then they should contact their Personal Academic Tutor. Where their PAT is the assessor then they should contact the relevant Sector Manager (or relevant Subject Leader). This should be done within 10 working days of receiving the result of any assessment. This initial discussion will not affect the student's right to follow the Formal Procedure detailed below but will represent an early opportunity for ambiguities to be resolved and circumstances to be taken into account.
- 5.2 The assessor, or relevant staff member dealing with the informal appeal should refer the assessment decision to the internal verifier for moderation.
- 5.3 All informal assessment appeal requests should be logged with the Personal Academic Tutor.

6 Formal Procedure

- 6.1 If the matter is not resolved through the informal procedure, a student who wishes to follow the Formal Procedure should notify the Sector Manager, or relevant Subject Leader, in writing setting out the reasons for the appeal within 20 working days of receiving the result of the assessment.
- 6.2 On receipt of a Formal Appeal, the Sector Manager, or relevant Subject Leader will liaise with the Internal Verifier, ensure that the current result is placed on hold, and inform the Quality Department where the appeal will be logged.
- 6.3 The Sector Manager, or relevant Subject Leader will investigate the appeal normally within 10 working days of receipt of the appeal. This investigation could involve interviews with the Assessor, the Internal Verifier, the Personal Academic Tutor, and the student. Following the investigation, the decision of the Sector Manager or Subject Leader will be confirmed in writing to the student within 5 working days of the investigation being concluded together with information on how the appeal has been investigated. The result of the appeal will also be submitted to the relevant staff.

7 Internal Appeal of the Outcome of a Formal Procedure

7.1 Appeal Procedure

- 7.1.1 A student who is dissatisfied with the outcome of 5.3 may appeal in writing to the Head of Quality but only on the grounds of administrative irregularity. This should normally be done within 10 working days from the receipt of the Sector Manager, or Subject Leader's, response.
- 7.1.2 The Head of Quality will determine if the appeal is valid. The decision of the Head of Quality is final in this respect.

7.2 Appeals Panel

- 7.2.1 If the Head of Quality or his/her nominee deems the grounds for appeal to be valid, an Appeals Panel will be established. This panel will consist of 3 members in total:
 - The Head of Quality or his/her nominee (Chair),
 - Head of Curriculum from the area the student is within,
 - Sector Manager not involved in the case.

The meeting will be clerked by the Quality Department.

- 7.2.2 The student must be given written notice of the date and place of the hearing and his/her rights under this procedure at least 7 working days prior to the date of the hearing.

7.2.3 Members of the Appeals Panel must receive the following documentation at least 5 working days before the date of the hearing:

- A copy of the unit or course assessment requirements;
- The results of all the students taking the particular assessment;
- A copy of the student's letter of application for the hearing, together with supporting documentary evidence;
- A copy of the Appeals Procedure.

7.3 Rights and Position of Students

7.3.1 The student shall have the right, upon request, to receive in advance of a hearing, all papers circulated to members of the Appeals Committee, except any documents deemed by the Chair to be confidential to the Appeals Panel.

7.3.2 A copy of the Appeals Procedure shall be sent to the student with the notice of a hearing.

7.3.3 The student and any other person(s) cited in the appeal, each accompanied if so desired by a friend, has the right to appear before and be heard by the Appeals Panel. Under this procedure, the definition of 'friend' does not include members of the legal profession engaged to act in their professional capacity.

7.4 Rights of Lecturers

A lecturer (Assessor) whose decision is being appealed against shall have the right to be represented at the hearing of an Appeals Panel.

8 Procedure at a Hearing

8.1 The procedure to be followed at a hearing shall be determined by the Chair in consultation with other members of the Appeals Panels at the commencement of the hearing. According to the circumstances, the parties to the appeal may be seen separately (in whatever order is deemed appropriate) or together.

8.2 Whenever there is no unanimous agreement, decisions of the Appeals Panels shall be by majority vote.

8.3 The proceedings of Appeals hearings shall be confidential to the parties involved. A report of the decision shall be communicated to the Academic Affairs Committee, together with any specific recommendations or observations which the Appeals Panel decides to make to its parent body.

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- 8.4 The decision of the College Appeals Panel Hearing concludes the College's own processes. The Chair will inform the student in writing of the outcome of the hearing no later than 5 working days after the hearing has taken place.

9 External Appeal

- 9.1 If a candidate studying a BCS award is not able to resolve an appeal after following the Centre procedure, they have the right to submit an appeal directly to BCS. This must be submitted within 20 working days of the date of the assessment or test, and will incur a fee. The fee will be refunded if the candidate's result improves following appeal.
- 9.2 All other candidates undertaking non-regulated qualifications have no further right of appeal against internal assessment decisions. The final decision rests with the College.
- 9.3 However, if a student studying a regulated award has gone through all the stages of Perth College UHI academic assessment appeals procedure and remains dissatisfied with the outcome or the way in which their case was handled they can appeal to their awarding body.

Details of the process can be found on the relevant awarding body website. Alternatively you can email quality.perth@uhi.ac.uk who will advise you of the process and contact details.

- 9.4 If the student having appealed to their awarding body remains dissatisfied with the way that the College and/or awarding body has dealt with their appeal then they may appeal further to SQA Accreditation (*or Ofqual if relevant*).

Please note that SQA Accreditation (*or Ofqual if relevant*) cannot overturn assessment decisions or academic judgements but may investigate the effectiveness of the College and/or the awarding body's appeals process and require corrective action.

10 Linked Policies/Related Documents

- Perth College Learning, Teaching and Assessment Strategy
- Perth College Malpractice Policy
- Perth College Mitigating Circumstances Procedure
- Student Disciplinary Procedure