



**Dumfries and
Galloway College**

One step ahead

ASSESSMENT APPEALS PROCEDURE

Responsibility: Director of Curriculum

Issue Date: 2nd June 2021

Equality Impact Assessment: 10th August 2021

Version: 1



Table of Contents

Assessment Appeals Procedure	2
Revision Log.....	6
Appendix 1	7

Assessment Appeals Procedure

1. Purpose

To enable a student to pursue an appeal regarding an assessment decision. The procedure demonstrates that the Centre has an effective mechanism in place to ensure that all assessment is fair and consistent.

2. Scope

The procedure applies at all College sites and to all assessment decisions made or co-ordinated by this College. All students will be directed to this procedure during induction on LearnNet.

3. References

- 👉 SQA Guide to Assessment (SQA August 2017)
- 👉 SQA Quality Assurance Criteria (SQA March 2021)
- 👉 Quality Assurance Policy
- 👉 Internal Verification Procedure
- 👉 External Verification Procedure
- 👉 Assessment Policy
- 👉 SPSO – Scottish Public Service Ombudsman

4. Definitions

Maladministration	A lack of proper care or integrity in carrying out duties associated with assessment, record keeping or interpretation of official procedures.
Appeals Panel	A panel established by the appropriate Performance Manager to hear an assessment appeal lodged by a student.
Regulated Qualifications	A qualification that is provided through an Awarding Organisation recognised by one of the UK Regulators (e.g. Ofqual in England or SQA Accreditation in Scotland).
Awarding Body	An organisation that has approval to award qualifications.
SPSO	Scottish Public Services Ombudsman
Appeal	A request for a review of an assessment decision.

5. Procedure

5.1 To achieve an effective and equitable assessment decision process across all programmes of study, it is essential that ALL members of staff are committed to fair and honest decision making at all stages of assessment.

5.2 There are two grounds for a student internal assessment appeal:

👉 Maladministration/Malpractice

👉 Factors, which if they had been known at the time could have affected the results of an internal assessment.

All internal assessment appeals must be made within 5 working days of receiving a decision to the appropriate assessor. Prior to any meeting with a student to hear an internal assessment appeal, all relevant documentation will be copied to all parties. At each stage of the appeals process relating to the results of an internal assessment, record of the meeting will be captured on a record. (see Appendix 1). Copies of assessment and internal verification reports must be retained for 5 years when an appeal is closed. Appeals will be tracked by the Performance Team.

- 5.3 At each stage in the assessment appeals process the student has the right to be accompanied by a named individual.
- 5.4 In the first instance, where a student wishes to appeal against the result of an internal assessment decision the matter should be raised by the student with assessor responsible for the assessment within 5 working days.
- 5.5 If the internal assessment appeal is unresolved the student would proceed by arranging to have the matter raised with the Curriculum Manager in writing within 5 working days. The Curriculum Manager will upload an Internal CM Appeals Form (see Appendix 1).
- 5.6 The Curriculum Manager will request that the work in question be moderated before making an appeals decision. An appeals panel will be arranged to review all the evidence. Under normal circumstance it is anticipated that most of the internal assessment appeals that arise will be resolved within the curriculum area within 10 working days This outcome will be recorded (see Appendix 1).
- 5.7 In the event of failure to reach agreement at Curriculum Manager level then then student may refer the appeal to the Director of Curriculum in writing within 10 working days.
- 5.8 It the assessment appeal is upheld the student will be informed of the decision withing 5 working days.

- 5.9 For regulated qualifications students have an additional stage of appeal. An appeal can be made to the awarding/accreditation body or SQA Accreditation or Ofqual who cannot overturn an assessment decision but may investigate the effectiveness of the centres appeal process.
- 5.10 For non-regulated qualifications there is no right of appeal to the awarding/accreditation body.
- 5.11 Following all stages of appeal, if a student is still dissatisfied, they have a final right to complain to SPSO about how the process was handled but not the outcome.

6. Distribution

All Staff

Repository

Revision Log		
Date	Section	Description
18.09.2020	Section 4 – Definitions	Appeals Panel and Curriculum Manager added
18.09.2020	Section 5 – Procedure	Stage 1 – Assessor Appeal Stage 2 – Curriculum Manager Appeal Stage 3 – Director of Curriculum Appeal
18.09.2020	Appendix	Tracking and data collection of each stage held in Microsoft forms with links and QR codes added. This is held by Performance Team
26.05.2021	References	Internal Moderation Procedure changed to Internal Verification Procedure
26.05.2021	Distribution	Changed Quality Manual to Repository

THIS FORM TO BE UPDATED WHENEVER THERE IS A CHANGE IN ANY SYSTEM DOCUMENT				
Document Name	Document Owner	Revision Number	Date of Issue	Date of withdraw
Assessment Appeals Procedure	Director of Curriculum	1	02.06.21	

Appendix 1

Internal Assessor Appeals Submission

https://forms.office.com/Pages/ResponsePage.aspx?id=Q74tuIIAoE2CYDzA8_ydVHYIBlqXRZNHozIvT9KBsilUMUhOV0tPQzBLUjlESDZNSTBCWDg0WIFVVS4u



Internal Curriculum Manager Appeals Submission

https://forms.office.com/Pages/ResponsePage.aspx?id=Q74tuIIAoE2CYDzA8_ydVHYIBlqXRZNHozIvT9KBsilUOTJJVIZLMjZVTEVXOFk4Rk43STRPWkpHUC4u



Internal Quality Assurance Appeals Panel

https://forms.office.com/Pages/ResponsePage.aspx?id=Q74tuIIAoE2CYDzA8_ydVHYIBlqXRZNHozIvT9KBSilUQIJRUVdFMDFWOThYNVFSNU9GMDYIU1AIRy4u



Panel Members

Curriculum Manager

Subject Matter Expert

Member of Performance Team