



**Dumfries and  
Galloway College**

One step ahead

# ASSESSMENT APPEALS PROCEDURE

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**Responsibility: Executive Director of Student Experience**

**Issue Date: 29<sup>th</sup> November 2023**

**Equality Impact Assessment: 7<sup>th</sup> November 2023**

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Version: 2



## Table of Contents

Assessment Appeals Procedure.....	2
1. Purpose .....	2
2. Scope.....	3
3. References .....	3
4. Definitions.....	3
5. Responsibility .....	4
6. Procedure .....	4
7. Distribution.....	6
8. Revision Log.....	7
Appendix 1 – Equality Impact Assessment .....	8
Appendix 2 – Forms.....	10

# Assessment Appeals Procedure

## 1. Purpose

To enable a student to pursue an appeal regarding an assessment outcome (including a decision where the result of the assessment may require the student’s withdrawal from the programme). The procedure demonstrates that the Centre has an effective mechanism in place to ensure that all assessment is fair and consistent. This procedure does not deal with disciplinary matters and such matters should be reviewed appropriately.

## 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.

All information submitted in relation to appeals will be dealt with confidentially and will only be disclosed to those parties involved in the investigation and judgement of the appeal or as is necessary to progress the appeal.

## 3. References

- 👉 Quality Assurance Policy
- 👉 Internal Verification Procedure
- 👉 Internal Verification Procedure (SVQs)
- 👉 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.
Malpractice	The term 'malpractice' covers any deliberate actions, neglect, default or other practice that compromises, or could compromise: <ul style="list-style-type: none"><li>👉 the assessment process</li><li>👉 the integrity of a regulated qualification</li><li>👉 the validity of a result or certificate</li></ul>

- ▶ the reputation and credibility of the awarding body, or the qualification or the wider qualifications community

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 Assessor	A request for a review of an assessment decision. Member of staff carrying out the assessment of student performance

## *5. Responsibility*

All staff who are responsible for making assessment decisions.

## *6. Procedure*

- 6.1 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.
- 6.2 A student who does not agree with an assessment grade/mark awarded, is encouraged to approach the Assessor concerned, to

discuss the grade/mark before submitting an appeal against the grade/mark. An appeal cannot be made against the assessor on a personal or professional level under this policy.

6.3 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

6.4 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 2). Copies of assessment and internal verification reports must be retained for a specified time when an appeal is closed. Please refer to the Performance Team for further guidance. Appeals will be tracked by the Performance Team.

6.5 At each stage in the assessment appeals process the student has the right to be accompanied by a named individual.

6.6 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 the assessor responsible for the assessment within 5 working days.

6.7 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 2).

6.8 The Curriculum Manager will request that the work in question be verified 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 2).

- 6.9 In the event of failure to reach agreement at Curriculum Manager level then the student may refer the appeal to the Executive Director of Student Experience in writing within 10 working days.
- 6.10 If the assessment appeal is upheld the student will be informed of the decision within 5 working days.
- 6.11 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.
- 6.12 For non-regulated qualifications there is no right of appeal to the awarding/accreditation body.
- 6.13 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.
- 6.14 Some of the above timelines may need to be adjusted based on specific requirements for particular awarding bodies.

## *7. Distribution*

All Staff  
Repository

## 8. Revision Log

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
September 2023	Format	Updated to reflect current Document Control Template, inclusion of Responsibility section and EIA
September 2023	References	References to SQA documentation removed
September 2023	Throughout the procedure	Changed from Director of Curriculum to Executive Director of Student Experience
September 2023	Definitions	Assessor and Malpractice added
September 2023	6.2	New point added
September 2023	6.4	Timescale for retention of assessment and internal verification reports referenced.
September 2023	6.7	Moderated changed to verified
September 2023	6.14	New point added

<b>THIS FORM TO BE UPDATED WHENEVER THERE IS A CHANGE IN ANY SYSTEM DOCUMENT</b>				
Document Name	Document Owner	Revision Number	Date of Issue	Date of withdraw
Assessment Appeals Procedure	Director of Curriculum	1	02.06.21	
Assessment Appeals Procedure	Executive Director of Student Experience	2	29.11.23	

## Appendix 1 – Equality Impact Assessment

Document:	Assessment Appeals Procedure
Executive Summary:	Impacts are positive across all protected characteristics and additional considerations, as the appeals system itself ensures that unconscious bias is challenged. This directly attempts to remove the risk of discrimination, which in turn will ensure quality of opportunity and, through a clear and transparent process, promote good relations.

### Duties:

1: Eliminate discrimination, harassment and victimisation

2: Promote equality of opportunity

3: Promote good relations

\* Human Rights to privacy and family life, freedom of thought and conscience, education, employment

### PSED Impacts

	Commentary
Age	People from minority groups across all the protected characteristics can be subject to unconscious bias and experience a lack of confidence when challenging situations which may be unjust. The procedure ensures that the risk of bias is minimised and that there is support there for students who feel they have not been fairly treated.
Disability	
Gender	
Gender Based Violence	
Gender identity/ reassignment	
Marriage/civil partnership	
Pregnancy/maternity	
Religion or Belief	
Race	
Sexual Orientation	



## Additional Considerations

Care experienced	People with care experience, carers and those suffering mental ill health can be subject to unconscious bias and experience a lack of confidence when challenging situations which may be unjust. The procedure ensures that the risk of bias is minimised and that there is support there for students who feel they have not been fairly treated.
Carers	
Mental Health	
Socio-economic status	There are no apparent impacts relating to these additional considerations.
Veterans	
Human Rights*	The Human Rights to Education and Employment are progressed by this procedure.

Lead Officer:	Executive Director of Student Experience		
Facilitator:	Executive Director of Student Experience		
Date initiated:	25/09/2023		
Consultation:	The procedure is built on principles largely put in place by awarding bodies, for which compliance is required. Student complaints and comments are examined each year to ensure that these do not identify weaknesses in our system.		
Research:			
Signature	Phil Storrier	Date	7/11/2023

## Appendix 2 - Forms

Internal Assessor Appeals Submission

[https://forms.office.com/Pages/ResponsePage.aspx?id=Q74tuIIAoE2CYDzA8\\_ydVHYIBlqXRZNHozlvT9KBsilUMUhOV0tPQzBLUjlESDZNSTBCWDg0WIFVVS4u](https://forms.office.com/Pages/ResponsePage.aspx?id=Q74tuIIAoE2CYDzA8_ydVHYIBlqXRZNHozlvT9KBsilUMUhOV0tPQzBLUjlESDZNSTBCWDg0WIFVVS4u)



Internal Curriculum Manager Appeals Submission

[https://forms.office.com/Pages/ResponsePage.aspx?id=Q74tuIIAoE2CYDzA8\\_ydVHYIBlqXRZNHozlvT9KBsilUOTJJVIZLMjzVTEVXOFk4Rk43STRPWkpHUC4u](https://forms.office.com/Pages/ResponsePage.aspx?id=Q74tuIIAoE2CYDzA8_ydVHYIBlqXRZNHozlvT9KBsilUOTJJVIZLMjzVTEVXOFk4Rk43STRPWkpHUC4u)



## Internal Quality Assurance Appeals Panel

[https://forms.office.com/Pages/ResponsePage.aspx?id=Q74tuIIAoE2CYDzA8\\_ydVHYIBlqXRZNHozIvT9KBSilUQIJRUVdFMDFWOTThYNVFSNU9GMDYIU1A1Ry4u](https://forms.office.com/Pages/ResponsePage.aspx?id=Q74tuIIAoE2CYDzA8_ydVHYIBlqXRZNHozIvT9KBSilUQIJRUVdFMDFWOTThYNVFSNU9GMDYIU1A1Ry4u)



### **Panel Members**

Curriculum Manager

Subject Matter Expert

Member of Performance Team