



The College of
Animal Welfare

Academic Appeals Procedure

2019

Purpose

This procedure sets out the College's procedure for dealing with appeals against academic decisions made either internally by College staff or externally by external assessors/examiners appointed by the College. The procedure is designed to facilitate the resolution of disputed decisions in a fair and objective manner in relation to academic performance, achievement or progression

Grounds for appeal

Learners may have grounds for appeal against academic decisions relating to performance or progression. These grounds for appeal are as follows:

- Appeal against an individual academic decision/grade
- Request for consideration of extenuating circumstances against the use of an assessment attempt due to a missed deadline or non-submission of assessment material according to the published deadline
- Appeal against not being permitted to progress to the next stage of the programme e.g. Year 1 to Year 2, Year 2 to Year 3

The procedure

Stage 1

Initially, a learner who disagrees with an academic decision must raise their concerns with the relevant tutor/assessor within 7 working days of receipt of the assessment outcome. The tutor will agree a mutually agreeable time to review and discuss the assessment outcome with the learner within 21 working days. Stage Two of the procedure may only be initiated if the learner finds the outcome of discussions with the tutor/assessor unsatisfactory.

Stage 2

Learners who wish to submit an academic appeal must do so by written application to the Appeals Sub-Committee.

The Appeals Sub-Committee consists of the Vice Principal Quality (Chair), Internal Moderator and a subject expert.

Where the decision of a particular member of staff is the subject of an appeal, he/she is not eligible to be a member of the Appeals Sub-Committee.

Where an appeal relates to a degree programme, an Appeals Panel will be formed in accordance with the policies and procedures of the validating university.

Applications should be submitted on the appropriate appeals form within 7 working days, stating in full the case for disputing the decision.

The Vice Principal Quality will convene the Appeals Sub-Committee within 21 working days of written receipt of the learner's written case. In the interim, the sub-committee will also receive justification of the decision from the tutor concerned.

The learner will be notified of the date, time and venue of the Sub-Committee meeting, and will have the right to address the Sub-Committee. The learner will be entitled to have a representative (colleague or peer) accompany them. The learner will not, however, have the right to remain in the committee while a decision is being taken.

The tutor concerned will have the opportunity to present their case.

If the appeal is upheld, the Appeals Sub-Committee will direct the action to be taken to rectify the problem and notify the learner of such action in writing (Form 2) within 7 working days of the sub-committee meeting. All details will be recorded in the meeting notes of the Appeals Sub-Committee.

If the appeal is not upheld, the learner will be notified in writing (Form 2) within 7 working days of the sub-committee meeting.

A further appeal will only be considered where serious irregularities in the procedures of the Appeals Sub-Committee have come to light or where additional information has become available which was not considered by the sub-committee and which may have had a significant bearing on the sub-committee's decision. This appeal should be made to the College Appeals Board.

Stage 3

An appeal to the Principal must be submitted in writing within 7 working days of receipt of the Sub-Committee's decision, using form 3.

The Appeals Board consists of the Principal (Chair), Vice Principal Student Services and one other who will consider the case within 21 working days (depending on the mode of attendance) of receipt of the appeal.

The learner will be entitled to address the Appeals Board and will be entitled to have a representative (colleague or peer) accompanying him/her, however, they will not have the right to remain while a decision is being taken.

The tutor/assessor concerned will also be entitled to present to the Appeals Board the case for upholding their original decision.

The Chair of the Appeals Board will convey the Board's decision to the learner in writing on Form 4 within 7 working days, copied to the appropriate Course Tutor.

If the appeal is upheld, the Vice Principal Quality will be asked to take appropriate action.

If the appeal is not upheld, the learner will be offered the opportunity for subsequent guidance through Student Services.

The decision of the College Appeals Board is final.

When the College's internal procedures have been concluded the learner will be issued with a Completion of Procedures letter (COP) by the Vice Principal Quality. If dissatisfied with the outcome of the appeal the learner can refer the matter to:

- Office of Independent Adjudicators (OIA) oiahe.org.uk (For Higher Education Programmes)
- Education and Skills Funding Agency (ESFA) Complaints.esfa@education.gov.uk (For government funded Further Education Programmes)

Please note that complaints must be lodged within 3 months of the College's internal procedure being exhausted.

Appeals against External Assessment Decisions

This procedure provides a mechanism by which learners presented for external assessment may appeal against the outcome.

On completion of external assessments and the subsequent notification of results, Lecturers or candidates themselves may wish to appeal the outcome. Each awarding body has different procedures to be followed and, therefore, all appeals against external assessment decisions will be processed and managed by the Quality Assurance Manager.

The procedure for appealing against external assessment decisions is as follows:

The lecturer or candidate informs the Vice Principal Student Services that they wish to appeal an assessment decision.

The Vice Principal Student Services discusses the appeal request with the candidate or member of staff to ensure that the appeal is eligible within the regulations of the awarding body.

The Vice Principal Student Services contacts the awarding body to clarify procedures and timescales for the submission of appeals and liaises with relevant academic tutors or the candidate to collate any evidence being submitted in support of the appeal.

The Vice Principal Student Services submits the appeal to the awarding body, together with any supporting evidence, and notifies the candidate/academic tutor.

On receipt of the appeal outcome, the Vice Principal Student Services communicates the result to the relevant parties in line with the awarding body requirements. It is recognised that many awarding bodies communicate appeal outcomes directly to candidates and the College may not be advised of the outcome.



Academic Appeals Procedure - Form 1

Name of Learner:.....

Course:.....

Senior Course Tutor:.....

Centre:.....

Date of Appeal:.....

1. I wish to submit an appeal to the Appeals Sub-Committee
.....¹

2. I have discussed this problem with²
and³ on⁴

3. Details of the problem (continue on further sheets, if necessary)
.....
.....
.....
.....
.....
.....
.....
.....

Learner Signature:

¹ The title of your course

- 2 The name of your subject tutor
- 3 The name of your Curriculum Head
- 4 The date on which you spoke to your tutor(s)
- 5

Notes: You will be notified of the date, time and venue of the Appeals Sub-Committee for your appeal meeting, which will take place no later than 21 working days from the receipt of the appeal.

You will have the right to address the Sub-Committee, but not to be present when the decision is being made.

You may be accompanied by a second person (colleague or peer e.g. student rep), if you wish.

You will be notified in writing of the result of your appeal within 7 working days of the Sub-Committee meeting.



The College of
Animal Welfare

Academic Appeals Procedure - Form 2

To:..... 1

Of:..... 2

1. Your appeal has been considered by the Appeals Sub-Committee
ofand the following decision has been reached:

.....
.....
.....
.....
.....

2. Details of Action to be taken/proposed:

.....
.....
.....
.....
.....

Chair: _____

Date: _____

1 Name of Learner

2 Title of Course



The College of
Animal Welfare

Academic Appeals Procedure – Form 3

Name of Learner:

Programme/Course:

Personal Tutor:.....

Centre:.....

Date of Appeal:.....

1. I wish to submit an appeal to the College Appeals Board

2. In my opinion there were serious irregularities in the proceedings of the Appeals Sub-Committee

or

Further information relevant to my appeal has become available which was not considered by the Appeals Sub-Committee (please tick as appropriate)

3. Details of the irregularities or further information (Continue on further sheets, if necessary)

.....
.....
.....
.....
.....
.....

Learner Signature:



The College of
Animal Welfare

Academic Appeals Procedure - Form 4

To:..... 1

Of:..... 2

1. Your appeal has been considered by the College Appeals Board and the following decision has been reached:

.....
.....
.....
.....
.....

2. Details of Action to be taken/proposed:

.....
.....
.....
.....
.....

Chair: _____

Date: _____

- 1. Name of Learner
- 2. Title of Programme/Course



Academic Appeals Procedure

Guidance for learners

1. The College provides an assessment and certification service that is fully moderated both internally and externally to ensure that all candidates receive consistent and fair treatment. You should be aware at all times, when you are being assessed, how you are being assessed, who is carrying out the assessment and what your result is. In many instances you will have the opportunity to retake or remediate the work submitted for assessment.
2. Because we recognise how important your results are to you, we have an Appeals Procedure which deals specifically with academic issues. If you do encounter a problem, e.g. a disagreement of assessment results, over possible exemptions or entitlement to progression within your course, then the Appeals Procedure is available to enable you to put your case.
3. However, in the event of a difficulty arising you must, in the first instance, talk the matter over with the subject tutor and at the same time inform your Senior Course Tutor.
3. Should you continue to be dissatisfied with the outcome of these discussions, then the following process applies. You have the right to use the Appeals Procedure which is in three stages, the first of which comprises the discussion with staff members mentioned above. The next stage(s) involve the completion of one (or two) Appeals Forms (Forms 1 and 3).
4. Please read carefully the Appeals Procedure which outlines the sequence of events to be followed. It provides details of completion of the necessary forms, time scales you must adhere to, and so on. The Procedure document is available within your Institute (ask your Course Tutor), from a member of the Learner Services team and on the website.
5. If you need advice or help with any aspect of your appeal, contact your Personal Tutor or a member of the Learner Services team who will be happy to assist you.