



ST. ANDREW'S  
COLLEGE  
Cambridge

**COLLEGE POLICY DOCUMENT**

**INTERNAL APPEALS POLICY ON CENTRE ASSESSMENTS FOR  
NCFE QUALIFICATIONS**

<b>Issue No.: 03</b>	<b>Document Number: STAN0202008</b>
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<b>Authorised by: Wayne Marshall</b> <b>Date: 28<sup>th</sup> July 2017</b>	<b>Signature: <i>Wayne Marshall</i></b>

St. Andrew's College Cambridge is committed to achieving the highest of professional standards based on impartial, reliable and valid assessment judgments when assessing pupil's coursework submitted for the purpose of accreditation towards a qualification. Whilst we endeavor to execute our responsibilities with openness and fairness there may be incidents when assessment decisions are questioned. The purpose of this policy is to acknowledge the rights of all students who feel disadvantaged by an assessment decision and clearly identify the process of appeal. Nothing in this policy shall diminish the rights of any students to appeal under awarding bodies own appeals procedures.

**Aim:**

- To enable the learner to enquire, question or appeal against an assessment decision.
- To attempt to reach agreement between the learner and the assessor at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness.
- To facilitate a learner's ultimate right of appeal

- To protect the interests of all learners and the integrity of the qualification.  
In order to do this, the St. Andrew's College Cambridge will:
  - inform the learner at induction of the Appeals Policy and procedure.
  - record, track and validate any appeal.
  - keep appeals records for inspection by the awarding body for a minimum of 36 months.
  - have a staged appeals procedure.
  - take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results.
  - monitor appeals to inform quality improvement.

### **Purpose/Scope**

To ensure that there are clear procedures for learners to enable them to enquire, question or appeal against an assessment decision.

That any appeal is recorded and documentation is retained for 36 months following the resolution of the appeal.

The Head of Department facilitates the learner's ultimate right of appeal to the Principal.

**Stage 1 – INFORMAL:** learner consults with teacher within a period of 2 weeks following the assessment decision, to discuss an assessment decision. If unresolved, then the issues are documented before moving to stage 2.

**Stage 2 – REVIEW:** review of assessment decisions by the teacher / assessor. Learner notified of findings and agrees or disagrees, in writing, with outcome within a period of 1 week. If unresolved, move to stage 3.

**Stage 3 – APPEAL HEARING:** A panel (people not previously involved) will hear the appeal within a period of 2 weeks.

**Stage 4 – DIRECTOR APPEAL:** the grounds for appeal and any supporting documentation must be submitted to a college Director within 14 days of the completion of Stage 3.

Recording appeals: each stage should be recorded, dated and show either agreement or disagreement with decisions. Documents must be kept for a minimum of 36 months.

Monitoring of appeals: undertaken by senior management to inform development and quality improvement.

## Enquiries about Results (Re-marks)

In cases of Enquiries about Results, where the College does not uphold a request for such an enquiry, the student may normally pay to have an enquiry carried out. Where the student wishes to challenge the decision not to hold an enquiry or consequent appeal, a similar procedure to that mentioned above will be carried out.

### Note:

NCFE specifies detailed criteria for the internal assessment of work. Appeals against matters outside the College's control will not be considered in the College's appeals procedure.

### **Reviewed:**

**September 2009, 2010, 2011, 2012, 2013, July 2014, July 2015, July 2016 and July 2017.**

**Next review: 1<sup>st</sup> August 2018.**