

# UK Open College Appeals Policy

This policy is available to all students of UK Open College, to include all learners and staff members who are using or delivering courses and qualifications offered by UK Open College.

## Location of the policy

This policy is available for viewing on the college website for all students and staff members to access as required.

## Communication of the policy

It is important that all staff involved in the management, delivery, assessment and quality assurance of qualifications and learners undertaking a qualification are aware of this policy.

## Review of the policy

UK Open College will review the policy annually and revise as and when required in response to feedback, changes in legislation, practices or actions required by any of the affiliated awarding bodies. Our review will ensure that our procedures remain consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

## Policy Statement

All learners have the right to challenge outcomes of their assessment decisions, if they consider the assessment has not been carried out properly.

Learners might appeal on a variety of issues which may include the following:

- Conduct of the assessment
- Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements
- The opportunities offered in order to demonstrate competence of attainment
- Access to assessment
- Process of assessment
- Access to internal verification
- The handling of an appeal
- Administrative issues

## Statement of Principles

This policy is in place to enable learners to enquire, question or appeal against an assessment decision. UK Open College will aim to reach an agreement with the learner at the earliest opportunity, regards any appeals that are made.

## UK Open College will ensure that:

- Internal assessments are conducted by UK Open College staff that has appropriate knowledge, skills and understanding of the subject area.
- Assessment evidence provided by learners is produced and authenticated according to the requirements of the awarding body for the subject covered

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- The consistency of internal assessment will be maintained by internal verification and standardisation.

If a learner wishes to appeal, the appeal must be lodged in writing with the relevant department/staff member within 7 working days of the learner being notified of the assessment decision. The relevant staff member will then attempt to find a solution with the learner, assessor/tutor and verifier.

Any UK Open College staff member undertaking an appeal investigation must be independent from any assessment decisions made as part of the learner's qualification.

The relevant staff member will acknowledge the appeal within 2 working days of receipt. UK Open College staff member will investigate the appeal. Investigations may include undertaking interviews with any relevant parties

The learner will be notified of any outcome and decision within 28 days of the appeal being acknowledged (This may be extended dependant on the nature of the appeal received). If a staff member feels the appeal is to be upheld, the learner will be notified of this in writing within 7 days of the completion of the investigation.

The relevant procedures will be followed to ensure the learners assessment decision is changed to show the correct mark and /or decision.

If an appeal from a learner is upheld by the staff member, any lessons learned from the investigation will be reviewed by UK open College. Any staff member involved in the appeal will be offered suitable training, if appropriate. The outcome and action plan from the appeal will be dealt with on an individual basis.

If an appeal is not upheld, the learner making the appeal will be given a written explanation detailing the reasons for the appeal not to be upheld.

If a learner is not fully satisfied with the appeal decision received from UK Open College Centre then they have the right to contact the relevant awarding body in order to escalate the appeal. The awarding body may then undertake their own investigation into any complaint received in line with their own appeals policy.

All documents relating to an appeal must be saved and stored securely by UK Open College. The awarding body will be given access to this information upon request