



Document Administration

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Owner	Registrar
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Appeals Policy for Externally Awarded Qualifications (excluding level 8 qualifications).

Aims and Objectives of the Policy

1. Aims

Bishop Grosseteste University (BGU) is committed to ensuring that standards of assessment are consistent, valid, reliable, transparent and in line with the requirements of its awarding bodies.

2. Objectives

- to ensure all apprentice/student assessment decisions are open and transparent;
- to ensure all apprentices/students have the right to appropriate redress.

Range and Scope of the Policy.

3. The policy covers all apprenticeships and courses offered through the University that include a qualification awarded by an external body.

Grounds for Appeal

4. An apprentice/student would have grounds for appeal against an assessment decision in the following situations:
 - a) the work is not assessed according to the set criteria;
 - b) the conduct of the assessment did not conform to the published requirements of the awarding body;
 - c) valid, agreed, extenuating circumstances were not taken into account at the time of assessment, which the University was aware of prior to the submission deadline;
 - d) agreed deadlines were not observed by staff;
 - e) the current assessment plan was not adhered to;
 - f) the decision to reject the coursework did not align to Bishop Grosseteste University's Code of Practice for Academic Misconduct.

Appeals Procedure

5. If, after informal discussion with the Internal Verification Lead for the apprenticeship or course, the apprentice/student wishes to make a formal appeal, the apprentice/student must ask the Internal Verification Lead, in writing, for a re-assessment. This must be done within 10 working days of receiving the original assessment result.
6. The Student Administration Manager with the Internal Verification Lead, on receipt of the formal appeal from the apprentice/student, will try to seek a solution negotiated between the relevant assessor and the apprentice/student. If it is not possible to reach an agreement, the Student Administration Manager and the Internal Verification Lead will set a date for the Internal Verification Appeals Panel to meet.

7. The Internal Verification Appeals Panel will be convened and will meet within 2 weeks of the receipt of the appeal by the Internal Verification Lead, with reassessment, if deemed necessary by the panel, taking place within 15 working days of the appeals panel meeting.

Implementation

8. In dealing with appeals the following protocols will be adhered to:
 - a) appeals must be submitted in writing by the apprentice/student, stating the grounds for the appeal and providing any corroborating evidence;
 - b) apprentices/students must be informed about the appeals procedure and have access to a copy of the written procedure;
 - c) apprentices/students will be given a response to the appeal within 7 working days at each stage of the appeal process;
 - d) apprentices/students will be allowed to be accompanied to an appeal meeting by a parent/guardian/friend;
 - e) written records of all appeals will be retained by the appropriate person(s) including the outcome of the appeal and reasons for the outcome;
 - f) the Student Administration Manager will be provided with details of any appeals and their outcome.

Appeal Outcomes

9. The following are permitted outcomes of the appeals procedure:
 - a) confirmation of original decision;
 - b) a re-assessment by an Independent Assessor;
 - c) an opportunity to resubmit for assessment within a revised agreed timescale.

Final Option

10. Following all stages of the Bishop Grosseteste Appeals process, if an agreement has not been met, apprentices/students undertaking these qualifications can appeal directly to the external awarding body.