



Further Education Student Appeals Procedures

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Student Friendly Version	No

Revision history

Version	Type (eg replacement, revision etc)	Date	History (reason for changes)
1	New procedures	April 2024	New procedure development

Monitoring and review

This policy will be reviewed by the Senior Leadership Team every three years.

Related Polices/Procedures/Regulations

- Quality Assurance Policy
- Bradford College Further Education and Apprenticeship Complaints Policy
- Bradford College Complaints Procedure for Students on Further Education Programmes or Apprenticeships
- FE Student and Staff Malpractice procedures

Purpose of the Procedures

The College's Quality Policy states that the College will:

- Support academic staff to deliver outstanding learning experiences that inspire, challenge and support students to achieve to their full potential.
- Promote student-centred learning approaches, personalised support and resources that facilitate active engagement and critical thinking.
- Develop and promote a culture of continuous professional development (CPD) to enhance staff's knowledge, skills and expertise.
- Facilitate peer to peer sharing of best practice and establish communities of practice.
- Promote innovative responses to the challenges of providing a truly inclusive education, through active research, scholarship and partnership with stakeholders.

These procedures ensure that students enrolled onto qualifications have the right to request a review of an assessment decision made by Bradford College where there are valid grounds to do so. This process applies to any assessment undertaken on a taught programme.

Students cannot appeal against academic judgement. A student whose case is under consideration is able to continue with their studies.

Roles and Responsibilities

The Vice Principal Quality, Learning & Teaching is responsible for:

- Developing and disseminating the Quality Policy and associate procedures.
- Ensuring that policy, procedure and processes meet the needs of all awarding bodies, PSRBs, students and stakeholders.

The Quality department is responsible for:

- Providing additional support to ensure a robust and impartial procedure through providing advice and guidance.

The relevant Tutor, Assessor, Head of School or Curriculum Area Manager are responsible for:

- Conducting an Early Resolution Stage investigation and written response
- Providing a clear explanation of the assessment grading decision following re-evaluation of the evidence
- Providing a decision on whether the assessment grade will be amended

The Head of Department (or nominee) is responsible for:

- Assessing the validity of the Formal Appeal Stage application
- Carrying out the investigation into the appeal request
- Informing the student in writing of the appeal outcome

Teaching staff are responsible for:

- Ensuring all students are aware of their right to appeal

The Student Union is responsible for:

- Providing support and guidance to students during the appeals process

Section 2: Procedures

1. Key terms

<u>Key word</u>	<u>Definition</u>
Appeal	The only method by which a student can request a review of a mark or outcome made following an Assessment Board.
Appeal Panel	A formal group of staff set up to consider appeals made under these procedures.
Extenuating Circumstances	Circumstances which are sudden, unexpected, significantly disruptive, beyond the student's control and deemed to have affected performance in an assessment or placement.
Access Arrangements	Arrangements a student is entitled to as part of their Additional Learning Support agreement for assessment.
Assessment	Any work due to be assessed on a given day; this may be the submission of a written assignment or portfolio, a presentation or examination.
Supporting Evidence	Documents provided to support or evidence an application for an appeal.
Assessment Board	Assessment Boards are formal meetings held where student marks are considered for credit, progression and award.
Awarding Body	An organisation that designs, develops and awards the recognition of learning outcomes (knowledge, skills and/or competencies) of an individual following an assessment and quality assurance process

2. Help and Advice

It is recommended that students contact Student Union (located on the ground floor of the David Hockney Building) by email: S.Union@bradfordcollege.ac.uk for advice and support to complete their appeal.

3. Grounds for Appeal

The following may constitute grounds for an Academic Appeal:

- a. The student's academic achievement or progression was adversely affected by illness or other factors which the student was unable, for valid reasons, to bring to the attention of their tutor or department managers OR where the student was unable to provide valid evidence of their extenuation prior to their assessment mark being confirmed and further evidence is now available (**Extenuation**)
- b. The student's performance in an internal assessment was adversely affected by a

- material administrative error, attributable to the College, or to an agent acting on behalf of the College, or that an assessment was not conducted in accordance with the current College or Awarding Body Regulations (**Procedural Error**)
- c. Appeals against a decision made in respect of access arrangements, reasonable adjustments and special consideration (**Special Consideration**)

4. Who can Appeal?

All students enrolled at the college can appeal. Former students may appeal within the same timeframe detailed below. Where required, a Head of School or Curriculum Area Manager (or nominee) may submit an appeal on behalf of a learner or group of learners with their permission and approval of a Head of Department.

Appeals will not normally be accepted from parents or third parties acting on a learner's behalf.

5. Submission of Appeals

Students cannot submit a request for an appeal until their results have been confirmed and students issued formally with a transcript or they receive written notification of their results.

The college cannot accept appeals by post. Appeals can be submitted in person or by email to the relevant Head of Department.

6. Early Resolution Stage

Students should initially discuss their issue informally with their Tutor, Assessor, Head of School or Curriculum Area Manager. If a student considers they have valid grounds for appeal after speaking to staff, they can formally begin the Early Resolution Stage by contacting the relevant tutor, assessor or Head of School or Curriculum Area Manager in writing (by email), with any supporting documents the student wishes to submit. Once the Early Resolution Stage has begun, no new information can be considered except at the College's discretion.

The Early Resolution Stage must be commenced within 5 working days of the date of publication of results or the issue occurring. Any submissions after this deadline will only be considered in exceptional circumstances at the discretion of the appropriate department manager (or nominee).

The appropriate tutor or assessor will consider the appeal and provide a written response within 5 working days with:

- A clear explanation of the assessment grading decision following re-evaluation of the evidence
- A decision on whether the assessment grade will be amended

Students cannot submit an Academic Appeal Form without first attempting resolution through the early resolution stage. Students should seek advice from the Students Union if required through S.Union@bradfordcollege.ac.uk

7. Formal Review

If the student remains unhappy with the outcome of the Early Resolution Stage, they may submit an Academic Appeal Form to the relevant Head of Department or nominee within 5 working days of receiving the outcome of the Early Resolution Stage. The student must attach a copy of the Early Resolution Stage outcome, any supporting evidence they wish to include and contact details.

The Academic Appeal will be reviewed by the relevant Head of Department (or nominee). It is the student's responsibility to provide any further evidence or clarification within the timescales provided. Where none is provided, the Head of Department will decide if the appeal should proceed or the be appeal dismissed. The relevant Head of Department (or nominee) will notify the student of the decision in writing.

To ensure fairness and consistency of outcomes, advice may be sought from the Quality Department where required.

The Head of Department (or nominee) reserves the right to reject any requests for Formal Review on the basis that the request is deemed to be vexatious, frivolous or malicious.

In some cases, the appeal, on consideration, may be found to be a complaint and handled under the *Bradford College Complaints Procedure for Students on Further Education Programmes or Apprenticeships*. In the event of this happening, the student will be informed and the paperwork passed onto the complaints team for consideration.

Where the appeal is submitted on the basis of extenuation (extenuating circumstances), the Head of Department (or nominee) will seek to:

- Establish the facts in respect of past circumstances.
- Establish whether there were grounds at the time of the incident for non-disclosure.
- Establish whether the appeal is upheld or rejected.
- Where the appeal is upheld the Head of Department (or nominee) will determine the gravity of the extenuating circumstances and determine an appropriate course of action.

Where the Appeal is submitted on the basis of procedural error, the Head of Department (or nominee) will seek to:

- Establish the facts of the matter.
- Establish the degree of gravity of the circumstances.
- Reach a finding of accepted or rejected on the basis of the evidence submitted.
- Determine a course of action where appeals are accepted.

Where the Appeal is submitted on the basis of special consideration, the Head of Department (or nominee) will seek to:

- Determine whether the decision not to provide the requested additional support was inconsistent and/or unsupported by the evidence presented.
- Establish if there was a material procedural irregularity which disadvantaged the student.
- Reach a finding of accepted or rejected on the basis of the evidence submitted.
- Determine a course of action where appeals are accepted.

8. Late Submissions

It is the student's responsibility to ensure that their completed appeal form, supporting documentation, and evidence are submitted within the time limit. If the student finds they are unable to do this, they must seek an extension from their Head of School/Curriculum Area Manager or nominee. Extensions will only be considered in exceptional circumstances where the student has shown serious and valid reasons for the late submission.

9. Documentation

The Academic Appeals Form does not constitute evidence. Students submitting an appeal must attach original copies of documentation to evidence the circumstances referred to in the appeal.

Claims for extenuation will also require evidence to show why a request for an extension was not made in the usual time frame.

Claims for special consideration will require the student to submit a copy of their Learning Support Agreement. Unsigned copies do not provide express consent for this document to be shared and will not be accepted.

The College reserves the right to check the authenticity of all documentation submitted as part of the appeal. Any student found to have submitted fraudulent or unauthentic evidence as part of an appeal will be subject to disciplinary procedures.

Statements provided as evidence for an appeal submission arising from a previous discussion with or disclosure to a member of College staff should be in writing and requested from the member of staff by the student.

The Head of Department may collect written evidence from relevant members of staff as appropriate.

10. Notification of the Decision

If it has been determined that the appeal can be resolved, the student will be advised of the decision in writing and where relevant, the outcome will be taken to the next Assessment Board.

11. Following the Appeal Outcome

The decision of the Head of Department (or nominee) is final and completes this procedure.

Where an Academic Appeal is submitted on grounds of procedural error and an assessment is reviewed, this may result in a lower grade being allocated where it is found that an incorrect mark has been presented.

Where final consideration is rejected, there is no appeal against this decision within Bradford College and the student will be informed of any further recourse.

Students who have had their appeal rejected following Formal Stage may have the right to have their appeal reconsidered externally. Externally reviewed appeals will be reviewed independently of Bradford College.

Where an appeal relates to a regulated qualification and the student remains dissatisfied, there may be further opportunity to contact the qualification regulator. Students will be required to provide their appeal decision letter as proof they have exhausted Bradford College's Appeals

Procedure.

Students enrolled on GCSE, AS, A Level and some vocational or technical qualifications may request that the College make an appeal to the Exam Procedure Review Service (EPRS) within 3 weeks of the outcome. Please note this service will only consider whether the College has correctly followed procedure relating to the moderation or marking of an assessment. If the College does not agree to support the appeal, the fee will be paid by the candidate at the time the appeal is made. No enquiry will be processed until the correct fee is paid. If the enquiry is successful, the fee will be refunded to the candidate.

Private candidates may make a direct application www.contact.ofqual.gov.uk

Students may also be eligible to make a complaint under the Complaints Procedure for Further Education and Apprenticeship Students by emailing complaints@bradfordcollege.ac.uk

12. Retention of Information and records relating to Appeals

By making an Academic Appeal, an applicant is agreeing that the College can process the information it contains for all purposes relating to the Appeals Procedure. This information and records will be kept in accordance with the General Data Protection Regulation Act (2018) and the College's "Information and Records Management Policy".

Submitted evidence will only be returned on written request by the student.

13. Monitoring of Appeals

The College reviews the number and outcomes of appeals and may report on this to its formal committees.