



DistanceLearningCentre.com Ltd

Academic Appeals Policy and Procedure

1. Purpose

This document sets out the DistanceLearningCentre.com Ltd.'s policy and procedure for cases where a learner disputes and challenges assessment decisions of a tutor/assessor.

2. Scope of policy

2.1 Appeals of internal assessment decisions apply to all externally moderated accredited programmes and pathways at the DistanceLearningCentre.com with the exception of appeals relating to the situation outlined in point 2.2 below.

2.2 If a learner undertaking a work-based placement is suspended from duty pending a disciplinary enquiry by the workplace; no further assessments will take place until the issues of concern have been resolved.

2.3 Learners have a right to approach the Awarding Body (through the Executive Manager (Quality)) for appeals related to external assessments.

2.4 Learners are assured that they will not suffer any disadvantage or recrimination as a result of making an appeal in good faith.

2.5 This policy and procedure is applicable to all learners on externally moderated accredited learning programmes or pathways at the DistanceLearningCentre.com, specifically the Access to HE Diploma pathways, full or partial achievements, as well as the Progression Awards qualifications.

3. Definitions

3.1 A **learner** is any person who is enrolled on a programme or pathway of study leading to a recognised qualification with the DistanceLearningCentre.com.

3.2 A **tutor** or **assessor** is a member of staff facilitating any assessment and/or grading activity.

3.3 **Lead internal verifiers** are nominated persons in the organisation who provide advice and guidance on assessment decisions and learner appeals.

4. Procedure

Appeals Against Internal Assessment Decisions

4.1 In such cases where a learner disputes the grading decision of his/her formally submitted work the learner can appeal against the decision of the tutor/assessor.

Appeals will follow a number of stages as outlined below:

4.2 Stage 1

4.2.1 In the first instance the learner must lodge an appeal regarding the assessment decision to the relevant tutor/assessor. The appeal must be forwarded to the tutor/assessor within 5 working days of receipt of the assessment decision, except under exceptional or extenuating circumstances.

4.2.2 The tutor/assessor will respond within 5 working days of receiving the appeal. If a tutor/assessor is on leave this period may be longer as it must be the tutor/assessor who marked the work to whom stage 1 of the appeal is made. The response from the tutor/assessor will be one of the following:

- A further explanation of the assessment decision and a re-affirmation of the grade awarded.
- A re-grading and amendment to the learner's assessment feedback sheet and assessment record. Please note your grade(s) can be either increased or lowered.
- If an administrative error has been made (for example, in the completion or calculation of the unit grade profile) the error will be corrected.
- If none of the above then the tutor/assessor will refer the learner to stage 2 below and the completion of the Learner Internal Assessment Appeal Form.

4.3 Stage 2

4.3.1 On receipt of a completed Learner Internal Assessment Appeal Form (Section 1 completed) the tutor/assessor will forward this appeal form to the relevant lead internal verifier. In addition, the tutor/assessor will also provide the original assessment, the original assessment feedback sheet and, if appropriate, the candidate's evidence for the appeal.

4.3.2 Please note that there is a charge of £20.00 for each assessment to be re-marked which must be paid along with the submission of the learner internal assessment appeal form.

4.3.3 Upon receipt of the learner's internal assessment appeal form the lead verifier will review the original assessment decision by evaluating all the evidence presented. This activity will be completed within 5 working days (assuming the lead verifier is not on leave).

The lead internal verifier will complete section 2 of the learner internal assessment appeal form and will respond with one of the following:

- Conclude there is no case for re-grading (that is the tutor/assessor's original decision is confirmed), the grade indicators are included in the unit grade profile, and the decision is recorded.
- Recommend a change in the grade if the lead internal verifier's evaluation concludes that there may be a case for re-grading. Please note that your grade(s) can be increased or lowered.
- The lead internal verifier will complete section 2 of the learner internal assessment appeal form.

4.3.4 If the learner disputes the decision of the lead internal verifier then the learner's work will be referred to the external verifier (also referred to as an external moderator or external quality reviewer) of the relevant awarding body.

The tutor/assessor will inform the learner of the next stage of the process and refer the learner to stage 3.

4.4 Stage 3

- In these circumstances, the external verifier will need to consider the assessed work directly and satisfy him/herself that an error of judgement has been made in order to approve a change to the grade. Any such changes will be formally recorded.
- No adjustment to tutor/assessor grades can be made without the written agreement of the external verifier.
- Please note that the external verifier can increase or decrease your grade(s).
- The external verifier's judgement is final. (Section 3 of the Learner Internal Assessment Appeal Form is completed).

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