



Appeals Policy

This is a controlled document and, as such, will be kept read only. Any changes must be approved by the Author.

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APPEALS POLICY

1. PROCEDURE

In the event of a learner wishing to make an appeal against an assessment decision, the following steps must be followed:

- Within 3 days the learner must contact the assessor to arrange an informal meeting to discuss the assessment decision, in alignment with the general complaints process.
- If the learner is still dissatisfied, then he / she may appeal to the Lead Lecturer.
- This will allow the learner to put forward reasons why his / her assignment should be re-assessed. This should be done within 3 days of meeting with the assessor.
- The assignment will be reassessed by an Internal Verifier who will provide the learner with feedback within one working week.
- If the learner is still dissatisfied, then he / she may appeal to the External Verifier via the Head of Centre.

2. GROUNDS FOR APPEAL

Appeals may be made under the following circumstances:

- If a learner has substantial evidence that work has been incorrectly marked.
- If there is a material error in the case of reassessment.
- If the learner has any personal circumstances which may have affected his / her ability to complete assignments and meet deadlines.