

## **Assessment Appeals**

Any student dissatisfied with the grade/mark awarded for an assessment task or the final result for a unit/module because they feel the grade/mark or result is unfair or incorrect, may request a review of the grade/mark or final result and if still dissatisfied, may lodge a formal assessment appeal.

In all cases, the process involves an initial review by the lecturer, internal moderator or course leader and if still dissatisfied, a formal appeal. It is expected that most situations will be able to be resolved without the need for a formal appeal.

## **Scope**

All TEG registered students i.e. Certificate in General English and English for Academic Purposes and BTEC HND programmes except EDP Programmes (refer respective EDP Programmes Appeal Procedures)

## **Procedure**

a. The allocated module/unit lecturer will be responsible for ensuring internal assessment in accordance with the course procedures on assessment.

This must include at least:

- i. Initial assessment of any additional individual student learning support requirements as per programme specification;
- ii. In-course assessment, verified internally and agreed as appropriate to the programme requirements;
- iii. External assessment procedures, which can vary with each accreditation/awarding body. These procedures **MUST** be strictly adhered to as an essential part of the basic QA process and Examination Board requirement.

b. The records of assessment will be held by the Programme Manager and/or Course Administrator.

c. Students have the right of appeal against internal or external assessment decisions on any assessed course in accordance with the following procedures:

### **i. Right of Appeal**

The student is informed of his/her right of appeal via the following mechanisms:

- At induction;
- As identified in the Programme Handbook which is given to each student;
- Through on-going liaison with Course Leader, Tutor, Teaching or Administrative staff.

ii. Circumstances under which an appeal is possible

A candidate may appeal against an assessment/grading decision if he/she has reason to believe that the assessment has not been carried out according to the current guidelines for that particular programme.

iii. Appeals against Internal Assessment

Students aggrieved by a decision of a subject tutor shall within 7 working days of receiving notice of a grade/unit assessment have recourse to the following appeal procedures:

**Stage 1**

Whereby the student discusses with the module/unit lecturer/tutor the criteria upon which the decision was made. Should the assessment decision still not be clarified/agreed then the student will be informed of the outcome within one week when Stage 2 apply.

**Stage 2**

A written report of the circumstances related to original assessment / verification together with student's grounds for appeal and details of the stage 1 discussion to be submitted by the module/unit lecturer/tutor to the course leader and/or academic director.

The course leader and/or academic director will hear the student's appeal against Stage 1 within 7 days. The outcome of this appeal will be conveyed to the student and if the decision obtained from this process is not acceptable then Stage 3 will apply.

**Stage 3**

A final appeal will be heard by an independent appeal committee consisting of the Principal or their representative, a course leader and/or academic director and two lecturers independent of the student's programme of study and the course administrator and/or programme manager from the student's programme of study and also Exam Board Member(s). Principal may invite any other person/s academic or non-academic whose knowledge and experience is such that the Principal feels they may assist in arriving at a fair solution to the appeal.

The student will be invited to attend the hearing. The decision of the committee will be forwarded to Examination and/or Academic Board for approval and endorsement, and then communicated within 7 days in writing to the student and a copy filed for the external verifier (BTEC HND Programmes) comments during his/her visit at TEG.