



## Learner Appeals Policy for Internal Assessment Decisions

### Introduction

Oxfordian College is committed to maintaining fairness, equality, and diversity in all aspects of its operations, ensuring that every learner is treated with respect and provided with a transparent assessment process. We recognize that there may be occasions when learners feel that their internal assessment has been unfairly marked or handled. Therefore, we provide a clear, accessible, and fair process for appealing against internal assessment decisions.

### Scope

This policy applies to all learners of Oxfordian College who wish to appeal against an internal assessment decision. It applies across all qualifications and courses offered at the college and aligns with the principles of our Awarding Organisation.

### Grounds for an Appeal

Learners may appeal on the following grounds:

- **Perceived Bias or Unfair Treatment:** If a learner feels that the assessor demonstrated bias or treated them unfairly.
- **Errors in Assessment:** If there were administrative or procedural errors that impacted the assessment outcome.
- **Failure to Follow Assessment Procedures:** If the assessor did not adhere to established guidelines or marking criteria.
- **Insufficient Feedback:** If the feedback provided does not support or explain the assessment outcome sufficiently.

### Roles and Responsibilities

#### 1. Assessor

- Reviews the initial appeal and meets with the learner to discuss the assessment decision.
- Documents any changes made to the assessment outcome.

#### 2. Internal Verifier (IV)

- Conducts the second stage of the appeal process, meeting with both the learner and assessor.
- Provides a signed report documenting the appeal outcome.

#### 3. Assessment Board

- Manages the third stage, reviewing all documents and hearing the learner's case.
- Records final decisions and ensures the learner's records reflect the appeal outcome.

#### 4. Awarding Organisation (ATHE)

- Handles appeals that have exhausted Oxfordian College's internal process.
- Delivers a final decision that concludes the appeal.

### Timeframes for Each Stage of the Appeal Process

To ensure a timely resolution, each stage has a designated timeframe. Extensions may be granted in exceptional cases at the discretion of Oxfordian College.

Appeal Stage	Action Needed	Timeframe
Stage 1	Appeal to the Assessor	Within 10 working days of assessment decision
Stage 2	Appeal to the Internal Verifier	Within 5 working days of Stage 1 outcome
Stage 3	Appeal to the Assessment Board	Within 10 working days of Stage 2 outcome
Stage 4	Appeal to ATHE	As per Awarding Body guidelines

## **Student Appeals Policy 2024-25**

### **Stages of the Appeals Process**

#### **Stage 1: Initial Appeal to the Assessor**

1. If a learner believes that their assessment decision is unfair, they must submit a written appeal to the assessor within 10 working days of receiving the assessment outcome. A copy of the email must be submitted via email to [students@oxfordiancollege.com](mailto:students@oxfordiancollege.com). An appeals form that needs to be filled is available here in the Appendix I.
2. The written appeal should clearly outline the reasons why the learner believes the assessment was unfair or incorrect.
3. The assessor will meet with the learner to discuss the appeal within 5 working days of receiving the written request.
4. If an agreement is reached between the learner and the assessor, no further action will be required, and the assessment decision may be amended accordingly.
5. If no agreement is reached, the learner can move to Stage 2 of the appeals process.

#### **Stage 2: Appeal to the Internal Verifier**

1. If the learner is unsatisfied with the outcome of Stage 1, they can request a meeting with the Internal Verifier (IV). This request must be made within 5 working days of the Stage 1 decision. Same email [students@oxfordiancollege.com](mailto:students@oxfordiancollege.com) will be used to send in the request.
2. The IV will review the assessment decision and the learner's written appeal and will conduct a meeting with both the learner and the assessor to discuss the matter.
3. Following the meeting, an official appeal report will be completed by the Internal Verifier and signed by all parties.
4. If an agreement is reached, the appeal process will end, and the decision will be recorded in the learner's records.
5. If no agreement is reached, the learner may escalate the appeal to Stage 3.

#### **Stage 3: Appeal to the Assessment Board**

1. If no resolution is achieved in Stage 2, the learner may request that the appeal be referred to the Assessment Board. This must be requested within 10 working days of the conclusion of Stage 2. Same email [students@oxfordiancollege.com](mailto:students@oxfordiancollege.com) will be used to send in the request.
2. The Assessment Board will review all the documents relating to the appeal and may invite the learner to a formal meeting to present their case.
3. A member of the Assessment Board will complete an appeal report following the meeting, which will be signed by all relevant parties.
4. If the Assessment Board reaches an agreement with the learner, no further action will be necessary.
5. If no agreement is reached, the learner may proceed to the final stage of the appeal process.

#### **Stage 4: Appeal to the Awarding Organisation**

1. If the learner is not satisfied with the outcome at Stage 3, the appeal will be referred to the Awarding Organisation. Details of the awarding body will be provided to the student.
2. The Awarding Organisation's decision is final and will be communicated directly to both the learner and Oxfordian College.
3. The learner has no further right to appeal beyond this point.

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### Accessibility of the Appeals Process

1. Oxfordian College ensures that this appeals process is accessible to all learners. The appeals procedure is outlined in the learner handbook, which is provided to all learners at the start of their program. A link to the policies is also available on the student learning portal and will remain there throughout the course of their enrolment on the course.
2. Learners can request assistance from a tutor or administrative staff member if they require help in understanding or completing any part of the appeals process. They can reach out with a request on email to [students@oxfordiancollege.com](mailto:students@oxfordiancollege.com)
3. Alternative arrangements, such as the submission of appeals in different formats (e.g., verbally or through assisted writing), are available for learners with special educational needs.
4. All records of the appeal process, including correspondence and decisions, will be kept confidential and shared only with relevant parties.

### Monitoring and Review

Oxfordian College will monitor and review the effectiveness of the appeals process regularly to ensure its fairness and compliance with Awarding Organisation standards.

By following this policy, learners are assured of a fair and transparent process for challenging internal assessment decisions. This policy demonstrates Oxfordian College's commitment to quality, equality, and diversity, in alignment with the principles set out by our Awarding Organisation.

### Appendix I

<b>Oxfordian College - Learner Appeals Form</b>	
This form is for learners who wish to appeal an internal assessment decision. Please complete all sections and submit it to the relevant assessor or internal verifier.	
<b>Learner Details</b>	
<b>Full Name</b>	
<b>Student ID</b>	
<b>Course/Program</b>	
<b>Assessor Name</b>	
<b>Assessment Details</b>	
<b>Assessment Title/Unit:</b>	
<b>Date of Assessment Decision:</b>	
<b>Grade/Outcome Received:</b>	
<b>Reason for Appeal:</b>	
Please provide a detailed explanation of why you believe the assessment decision was unfair or incorrect. Be as specific as possible and include any relevant evidence or documentation.	
<small>(Attach additional sheets if needed)</small>	

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### Appendix I

**Appeal Stage:**

Please indicate the stage at which you are submitting this appeal (check one):

- Stage 1: Appeal to the Assessor
- Stage 2: Appeal to the Internal Verifier
- Stage 3: Appeal to the Assessment Board
- Stage 4: Appeal to the Awarding Organisation

**Outcome Sought:**

Please specify what outcome you are seeking from this appeal (e.g., reassessment, regrading, etc.).

**Learner Declaration:**

I confirm that the information provided in this appeal is accurate to the best of my knowledge, and I have followed the appropriate steps as outlined in the Learner Appeals Policy.

• **Learner Signature:** \_\_\_\_\_

• **Date:** \_\_\_\_\_

**For Office Use Only:**

• **Date Received:** \_\_\_\_\_

• **Appeal Stage (1, 2, 3, 4):** \_\_\_\_\_

• **Appeal Decision:** \_\_\_\_\_

**Assessor/Internal Verifier/Assessment Board Signature:**

**Date of Decision:**

Oxfordian College is committed to a fair and transparent appeals process, in line with our values of quality, equality, and diversity.



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