

# Loughborough College Group

## FE Academic Appeals Policy

### 1. Scope and Purpose

The Loughborough College Group academic appeals procedure aims to resolve appeals as quickly as possible. The purpose of this procedure is to:

- Enable the student to enquire, question or appeal against an assessment decision.
- Detail the stages of the assessment appeal process for students wishing to appeal an assessment decision
- Attempt to reach agreement between the student and the teacher/assessor at the earliest opportunity.
- Standardise and record any appeal to ensure openness and fairness as well as protecting the interests of all students and the integrity of the qualification.

The procedure applies to all students studying full or part time on a further education course or a student on an apprenticeship who undertakes an assessment on a prescribed qualification or apprenticeship standard at The Loughborough College Group.

It is the responsibility of all staff delivering assessments to ensure that procedures are adhered to.

Students must ensure that they follow the procedures set out in sections appealing against an assessment / assignment decision if they wish to make an academic appeal.

Where the assessment is set and assessed by an external awarding organisation, the student must appeal directly to the awarding organisation. The Loughborough College Group will be able to provide advice to students how an appeal to the awarding organisation can be made.

### 2. Policy/Procedure Statement

- 2.1 It is the responsibility of **all staff** delivering assessments to ensure that procedures are adhered to. Any student who believes that a piece of work submitted for assessment has been assessed unfairly, inconsistently, or not in accordance with the standards and level required by the awarding organisation, shall have the right to appeal against the assessment mark, grade or final outcome.

Name:	FE Appeals Policy and Procedures		Owner:	Quality
Document Reference:	QU-PCG-045		Last Review:	July 2025
Version:	1.0		Next Review:	August 2026
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2.2 It is the responsibility of **students** to inform the centre if they are not satisfied with the grading of any piece of work. The College Appeals policy and procedure enables students to make a formal appeal against a recommendation or decision relating to:

- The mark or grade for an individual item of coursework
- The result of an individual course
- Entitlement to an award
- The class or grade of an award

2.3 Students must ensure that they follow the procedures set out in the appealing against an assessment / assignment decision if they wish to make an academic appeal. **Where the assessment is set and assessed by an external awarding organisation, the student must appeal directly to the awarding organisation.** The Loughborough College Group will be able to provide advice to students how an appeal to the awarding organisation can be made.

### 3. Impact Assessments

3.1 This policy/procedure has been assessed for its impact on equal opportunities and will be informed the aim to eliminate all forms of discrimination in all strands of the equal opportunities' legislation.

3.2 This policy/procedure has been assessed for potential risk on data subjects due to the processing of personally identifiable information. All processing has been reviewed and is in line with all current Data protection laws and appropriate safeguards implemented to ensure that the policy has privacy by design as its underlying approach.

3.3 This policy has been impact assessed where appropriate for Safeguarding, Health and Safety and Sustainability Factors to ensure that all potential risks are identified and mitigated, and that the policy supports a safe, inclusive, and environmentally responsible learning and working environment.

### 4. Policy/Procedure

4.1 Students will be made aware at induction of the Appeals Policy and procedures, so they are fully informed. A student/candidate may appeal against an assessment decision if he/she believes that the decision is unfair or unreasonable. Normally an appeal can be made on any one of the following grounds:

- Relevant assessment criteria have been met but not acknowledged
- The assessments were not conducted in accordance with the awarding organisation's regulations
- Assessment procedures, including examinations, were not conducted fairly
- The internal verifier was presented with incorrect or inaccurate assessment information

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- There were medical or other extenuating circumstances of which the relevant course manager was unaware when assessment decisions were being made
- There was unfairness or impropriety on the part of one or more of the assessors/examiners
- The student was unjustifiably excluded from an examination or an assessment opportunity

- 4.2 It is imperative that all such issues are resolved as quickly as possible and at the lowest possible levels. Before entering the appeals procedure, students should speak to the assessor/teacher/tutor who assessed the work first to fully understand how the grade was awarded and the feedback given. This discussion **must** be recorded on the student's ILP in the comments section.
- 4.3 As part of the assessment procedure, the student will be asked to sign that they accept and understand their assessment/assignment outcomes/grades.
- 4.4 If a student believes following discussion with the assess/teacher/tutor that they have a justified grievance related to an assessment process or decision, then the procedures for appeal must be followed.
- 4.5 If longer time is required at any stage of the procedure than stated, this will be communicated to the student and the student kept informed of progress of the appeal. Likewise, if the student is not able to meet a stated timeframe this must be communicated clearly by the student to the allocated lead at each stage.
- All students need to send in their appeal to the following email address: [appeals@loucoll.ac.uk](mailto:appeals@loucoll.ac.uk)
  - Your appeal will be logged and followed as per the process outlined below against each stage.

## 5. Appealing against an assessment / assignment decision

### Stage One

- A stage one appeal must be made within five working days of a student receiving their assessment / assignment decision in writing to the Curriculum Manager. Contact details will be provided during induction and can be obtained from the Quality and Standards team.
- A meeting will be arranged with the Curriculum Manager and the student normally within five working days\* of receipt of the appeal. Students may attend the appeal meeting and may be accompanied by parents/carers, employers or a representative. Staff members involved in the assessment and internal verification process will be expected to supply full information to help inform the outcome of the appeal.
- A decision will be made within five working days\* of the outcome of the appeal and communicated to the student. A comment will be recorded on the student's ILP in the comments section and made visible to the student. An outcome email will also be sent by email to students using their

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college email address and to parents / carers of students logged on the students ILP of any student aged under 18 as of the 31<sup>st</sup> of August.

## Stage Two

- An appeal may be progressed to stage two if it has not been possible to resolve the issue at stage one.
- Appeals at stage two must be made within five working days\* after receiving the outcome email at stage one. Appeals must be sent to the email address [appeals@loucoll.ac.uk](mailto:appeals@loucoll.ac.uk)
- A stage two appeal should be put in writing, detailing:
  - The reason for the student's appeal
  - The reason for escalation to stage two
- The appeal will be acknowledged, and a formal meeting arranged, normally within five working days\* of receipt of the appeal. The student must provide any evidence they wish to be considered no more than two working days\* prior to this meeting. Students may attend the appeal meeting and may be accompanied by parents/carers, employers or a representative.
- A Curriculum Manager outside the curriculum area will lead the appeals panel at stage two along with an academic member of staff not involved in the curriculum area. Other individuals who may be relevant to the case.
- At the appeal hearing, the appeals panel will:
  - Hear the appeal by the student
  - Review any evidence provided
- The panel may ask any questions to check understanding
- The panel will then withdraw to consider the appeal and determine the outcome.
- A decision will normally be made within five working days\* of the formal meeting and the outcome communicated to the student in writing. The outcome will be recorded in the comment section of the student's ILP and made visible to the student. An outcome email will be sent by email to students using their college email address and to parents / carers of students logged on the students ILP of any student aged under 18 as of the 31<sup>st</sup> of August.
- The outcome will be communicated to the Head of the Department and a Senior Member of The Quality team.

## Stage Three

- An appeal may be progressed to stage three if it has not been possible to resolve the issue at stage two.

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- Appeals made at stage three must normally be made within five working days\* of exhausting stage two of the appeals processes. Appeals must be sent, using the email address [appeals@loucoll.ac.uk](mailto:appeals@loucoll.ac.uk).
- A stage three appeal should be put in writing detailing:
  - The reason for the student's appeal
  - The reason for escalation to stage three
- The Academic appeal will be acknowledged within five working days\* and a formal meeting will be arranged to take place, normally within five working days\* of receipt of the appeal. The student must provide any evidence they wish to be considered two working days\* prior to this meeting. Students may attend the appeal meeting and may be accompanied by parents/carers, employers or a representative (not a legal representative)
- The Appeals Panel at stage three will consist of a Head of Department, who has not been involved in the appeal at stages one or two or from the area where the student is undertaking their programme of study, an academic member of staff not involved in the curriculum area and attendance of any party who may be relevant to the case. Other individuals who may be relevant to the case.
- The following should be made available to the Appeals Panel at least two working days\* before the meeting:
  - The written appeal and supporting documentation from the student
  - Evidence sent to the student from Stages One and Two
  - Supporting documentation from the curriculum area
  - Complete results for the cohort of the assessment in question
  - Copy of the internal verification records for the cohort of the assessment in question.
  - Copy of the assessment
  - Assessment schedule
  - IV schedule

At the appeal hearing, the Appeal's Panel will:

- Hear the appeal by the student
- Review any evidence provided
- The panel may ask any questions to check understanding

Following the hearing, the Appeals Panel will meet to decide, and the outcome communicated to the student in writing within five working days\* of the formal meeting. The outcome will be recorded on the student's ILP in the comments section and made visible to the student. An outcome email will be sent by email to students using their college email address and to parents / carers of students logged on the students ILP of any student aged under 18 as of the 31<sup>st</sup> August. 9

- The outcome will be communicated to the Vice Principal Learner Services and Quality and records kept on file for a period of two years.
- The decision of the Appeal's Panel at stage three is final.

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## 6. Equality Impact Assessment

All appeals are fair and consistent and allow all students the same opportunity.

### How to contact us:

To send an appeal email, please use The Loughborough College Group email [appeals@loucoll.ac.uk](mailto:appeals@loucoll.ac.uk)

## 7. Location and Access to the Policy/Procedure

This document can be found on:

- The Loughborough College Group's Website
- The Loughborough College Group's SharePoint

## 8. Linked Policies and Procedures

FE Assessment, marking and feedback policy

FE Plagiarism Policy

FE Malpractice and maladministration

RARPA policy

Exams Policy

## 9. Appendix

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