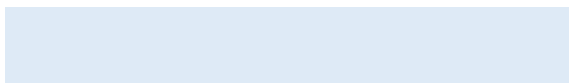


**Pearson Higher Education Programme Academic Appeals
Procedure**



1.0 Purpose and Scope

Coleg Gwent academic appeals procedure is informed by the Office of the Independent Adjudicator [OIA-HE](#) and [UK Quality Code for Higher Education. Chapter B9 Academic Appeal's and Complaints](#). This procedure applies to all Pearson HNC/Ds delivered at the College.

1.1 Purpose

The purpose of this procedure is to allow Coleg Gwent learners on higher education programmes the opportunity to raise concerns about their assessment results and the outcomes of Boards and Panels which make decisions on progression, and awards.

Such concerns are taken very seriously by the College and its awarding organisation.

The procedure is designed to enable a student's concerns to be considered fully and addressed in a timely and appropriate manner.

The academic appeals procedure for Pearson qualifications is available on the College website and is communicated to all HE learners on Pearson qualifications as part of their induction process.

1.2 Scope

Robust mechanisms exist at Coleg Gwent to ensure that assessment is fair and appropriate. Assessment is conducted carefully and is subject to internal verification and samples are checked by External Examiners who oversee the assessment process. The academic appeals procedure may be instigated if a student wishes to make an appeal against an assessment decision based upon their academic achievement or progress.

1.2.2 In line with the QAA Quality Code Section B9 Academic Appeals, an academic appeal may be defined as:

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An academic appeal differs from a complaint and therefore appeals and complaints are considered under different procedures. In line with the QAA Quality Code, a complaint may be defined as:

~~A complaint is defined as a student's dissatisfaction with the quality of their learning experience.~~

2.0 The Right of Appeal

2.1 Our commitment

Any student who submits an appeal under this procedure will not be disadvantaged for having done so. Appeals will be handled with sensitivity and with due regard to the confidentiality of all parties. Details will only be shared with staff who need to know in order to investigate and respond. The Appeal will be investigated by the Head of HE.

Where an Appeal relates to a decision of the Assessment Board, the reconvened Assessment Board will include a member of curriculum staff independent from the programme area concerned.

2.2 Grounds for academic appeal may include:

- Procedural irregularities in the assessment process;
- Extenuating circumstances that you could not make known to the Higher Education Assessment Board.

Grounds for academic appeal are not normally considered in relation to academic judgement or decisions made on the quality of work.

2.3 Other matters of dispute shall be termed “complaint” (see 1.2.2) and are subject to the College Complaints Procedure.

In the event of justifiable grounds for both appeal and complaint, the Head of HE will confirm the method by which both the appeal and complaint shall be resolved. This shall be determined in consultation with the appellant/complainant.

In the case of handling both complaint and appeal it may be that one procedure is suspended, pending the completion of the other.

3.0 Making an Appeal

3.1. Informal Stage

The informal resolution stage seeks to resolve straightforward concerns swiftly. At any meeting the student has the right to appoint a representative to accompany them.

If your appeal relates to a grade you have received during the year, please contact your Head of School and raise your concerns in the first instance.

If your appeal relates to the decision of a Higher Education Assessment Board please email Michelle.cooper@coleggwent.ac.uk and provide a summary of your grounds for appeal.

The outcome of the informal stage should be one of the following:

1. The student is content not to continue with the appeal.
2. Proceed to formal stage

3.2 Formal Stage:

The formal stage may be used where there is a procedural irregularity, perception of bias or extenuating circumstances which could not be made known.

For a formal appeal, the College appeals form must be used which is available on the College website. The form should be submitted to the Head of Higher Education.

Once you have followed the College appeals procedure, if you still feel the need to take further action the next stage is to appeal via the Pearson Vocational Quality Standards team. This is done via the following email address:

vocationalqualitystandards@pearson.com

The reasons for this further appeal could include dissatisfaction with the outcome of College's appeal procedure.

The appeal must be made within two weeks of the formal stage outcome letter date.

The appeal will consider whether the College:

- used procedures that were consistent with Pearson requirements
- applied the procedures properly and fairly in arriving at judgements

4.0 Further information and deadlines

4.1 For an appeal relating to the academic year 22/23 the College deadline is 17th July 2023.

At each stage of an appeal you will be advised of the next stage of appeal or review.

Once you have exhausted the appeals procedure the College will issue a Completion of

