

Student Appeals Policy

1. This procedure is designed to provide information to students and staff on academic appeals. It recognises that students seeking qualifications that are either internally or externally assessed have a right to seek a review of decisions that affect them.
2. This policy applies to all learners studying with Shockout Academy (SA) including those learners taught under agreements with sub contract partners. Breaches of this policy will be managed through SA's Disciplinary policy and procedure. This policy underpins Shockout Academy's core values and will be used objectively and free from discrimination in accordance with SA's Equality and Diversity policy.
3. **Shockout Academy operates a general appeals policy which:**
 - Aims to provide recourse to arbitration for learners on all courses which include a component of internal and/or external assessment
 - Is in accordance with the published requirements set out by accredited awarding bodies
 - Includes a procedure for appeals against assessment decisions, whether internal or external

4. Right to Appeal:

- It is an awarding body requirement, as a condition of centre approval, that a learner may appeal against assessment outcomes.
- SA will allow the learner to be supported in the presentation of his/her case by a parent/guardian/carer or other appropriate adult. In support of any appeal, a learner should be allowed access to an audit trail of his/her marks, any correspondence relating to his/her internally assessed work and any relevant awarding body procedures for the conduct of internal assessment.
- The right of appeal incorporates the right to an independent hearing, notice of which should be reasonable and in any case no less than two weeks before the date of the hearing.

5. Grounds for Appeal:

A learner would have grounds for an appeal against an assessment decision in the following situations. This list is selective and not exhaustive

- There is an error in the grade awarded
- The work is not assessed accurately and in accordance with the set criteria or the criteria is ambiguous
- The final grade of the work does not match the criteria set for grade boundaries or the grade boundaries are not sufficiently defined
- The internal verification procedure outcomes contradict the assessment grades awarded
- There is evidence of preferential treatment towards other learners.
- The conduct of the assessment did not conform to published awarding organisation requirements

- Valid, agreed, extenuating circumstances were not taken into account at the time of the assessment
- Agreed deadlines were not observed by staff
- The current Assessment Plan was not adhered to

6. Responsibilities of Shockout Academy:

- It is the responsibility of SA as an assessment centre, to make all learners aware of the relevant appeals procedure and give him/her access to a copy of this procedure. (This can be found on Padlett and Shockout website online). Before a formal appeal is made, the relevant informal appeals mechanism should be exhausted. The formal appeal is the final stage in the process of considering and resolving disputes, and is used only in exceptional circumstances.
- The Course Co-ordinator is responsible for managing the formal appeals process. If deemed necessary, a formal appeals panel is set up comprising of at least 3 people- where at least one is a senior member of staff (nominee) and one other is independent of the assessment process, for example the Exams Officer. The nominee is responsible for disseminating the relevant information to the learner and parent/guardian/carer if appropriate about the appeals procedure and for informing the Course Co-ordinators about the outcome of such an appeal.
- Written records of all appeals are maintained by SA. These should include a description of the appeal, the outcome of the appeal and the reason for the outcome. The learner can bring parent/guardian/carer if relevant and the Course Co-ordinator receive copy of the appeals documentation. SA will consider and resolve appeals to meet awarding body deadlines for qualification accreditation, where possible. It is the responsibility of SA to inform the awarding body of an appeal outcome which has implications for the conduct of examinations or issue of the results.

Stage 1 – Learner (Informal Process)

1. The Learner must contact the tutor / assessor and ask for clarification on the assessment decision, final mark / grade given. The Learner will be given the opportunity to explain the reasoning for the required clarification.
2. Tutor/Assessor refers to feedback sheets/s and explains reasons for the decision to the student.
3. If Student rejects the mark then they are redirected to the Formal Appeal Process.

Stage 2 – Learner (Formal Process)

1. The learner to formally send in writing stating the reason they are rejecting the marks within 5 days of the Informal Process. (Form attached to this policy)
2. The Course Co-ordinator will set up the appeals hearing, usually within 10 working days of your Informal process meeting, comprising of three staff including two staff Principal,

Head of Department level or above. This panel will not include any of members who have previously been associated with the appeal. The learner will be notified of the panel's membership in advance of the hearing and may bring a parent/student representative with you to the hearing. The panel will consider the evidence put before it.

3. The student will be provided with a written outcome at the conclusion of the Formal stage. The outcome(s) of a successful appeal will depend on the circumstances. Possible outcomes include one or more of the following:
 - The tutor will be asked to reconsider the original mark or grade;
 - The student will receive another opportunity to complete the assignment, examination or other assessment;
 - a mark or grade will be recorded which more adequately reflects other evidence of the student's ability;
 - the student will be offered the chance to submit additional evidence of their ability or competence.
4. Student will be notified of decision of the panel in writing within a specified time limit of 15 working days from the initial submission of the formal academic appeal.

7. External Appeals

- Should a learner wish to appeal against a decision that that has formed part of an external moderation procedure operated by the awarding body, s/he should proceed through the awarding body's appeals procedure. The starting place for any such appeal is through the Course Co-ordinator.
- To appeal against results of external examinations, which might include a request for a remark or access to a script for example, awarding body procedures should be followed. Copies of these are available from the Course Co-ordinator or Administration Office.

