

ITALIA CONTI

Appeals Policy FE

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| Approved by: Senior Leadership Team | 1 st September 2022 |
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| Checked by: Andrew Waldron, Will Flanagan | Course Leader Trinity Diplomas |
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This policy will be reviewed and approved by the Senior Leadership Team (SLT) annually.

Contents

| | |
|---|---|
| 1. Statement..... | 3 |
| 2. Aims | 3 |
| 3. Appeal Process | 4 |
| Stage 1: informal resolution | 4 |
| Stage 2: written appeal to Course Leader..... | 4 |
| Stage 3: written appeal to CEO..... | 4 |
| Stage 4: external (JCQ Guidelines) | 4 |
| 4. Recording and monitoring | 5 |
| 5. Policy Links | 5 |
| 6. Useful documentation:..... | 5 |

Appeals procedure for assessments (FE)

1. Statement

It is the policy of the Italia Conti to ensure that student assessments are fair, realistic and transparent. If any student wishes to question a specific assessment, the procedure detailed in this policy should be followed.

2. Aims

- To enable the learner to enquire, question or appeal against an assessment decision.
- To attempt to reach agreement between the learner and the Assessor at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness.
- To facilitate a learner's ultimate right of appeal to the Awarding Body and the Office of the Independent Adjudicator), where appropriate.
- To protect the interests of all learners and the integrity of the qualification.

In order to do this, Italia Conti will:

- inform the learner at induction, of the *Appeals Policy* and procedure;
- record, track and validate any appeal;
- forward the appeal to the Awarding Body when a learner considers that a decision continues to disadvantage her/him/them after the internal appeals process has been exhausted;
- keep appeals records for inspection by the Awarding Body for a minimum of 18 months;
- have a staged appeal procedure;
- take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results;
- monitor appeals to inform quality improvement.

Italia Conti will inform learners about the appeals process during induction. Information will also be made available to learners in their Course Handbook.

3. Appeal Process

Stage 1: informal resolution

Assessment appeals in the first instance should be dealt with between the student and the Assessor concerned. Informal discussion of the areas of dispute will hopefully lead to a resolution of the matter.

Should an appeal be lodged, this would have to adhere to the current assessment rules and regulations laid down by the relevant awarding body.

Stage 2: written appeal to Course Leader

If resolution has not been achieved, a written appeal should be submitted to the Course Leader. The Course Leader will then investigate the appeal with the student and Assessor concerned and record the outcome formally.

Stage 3: written appeal to CEO

If resolution is not achieved in these circumstances a written appeal should be submitted to the CEO.

The CEO will then investigate the appeal with the student and Assessor concerned and record the outcome formally.

Italia Conti will take appropriate action to protect the interests of other learners and the integrity of the qualification when the outcome of an appeal questions the validity of other results.

Stage 4: external (JCQ Guidelines)

If resolution is not achieved in these circumstances, the procedure from the relevant awarding body will be followed, this will be informed by any guidelines regarding appeals published by the JCQ. These are available from the JCQ website at: <https://www.jcq.org.uk/>.

Italia Conti will forward the appeal to the relevant awarding body if a learner considers that a decision continues to disadvantage her/him/them after the internal appeals process has been exhausted.

4. Recording and monitoring

A record of all appeals against assessment must be maintained at each stage of the process.

Records of appeals against assessment will be monitored on a termly basis via the Academy Quality Board in order to inform Quality Improvement.

Records of appeals are maintained for a minimum of 18 months, and are available for monitoring by the awarding bodies, JCQ and the Office for Independent Qualifications (HE).

5. Policy Links

Academic Misconduct Policy
Special Consideration and Reasonable Adjustment
Support through Studies (Fitness to Train)

6. Useful documentation:

Trinity Diplomas Qualification specification.

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