

Preston's College

Academic Appeals – Pearson
Provision

Next Review August 2021

Preston's College 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.

This procedure allows any learners on higher education programmes to be able to raise any concerns about their assessment results and the outcomes of Boards and Panels which make decisions on progression and awards.

Robust mechanisms are in place at Preston's College to make sure assessment is fair and appropriate. Assessment is carefully conducted and is subject to internal verification, samples are checked by External Examiners who oversee the assessment process. The academic appeals procedure can be instigated if a student wishes to make an appeal against an assessment decision based upon their academic achievement or progress.

In line with the QAA Quality Code an Academic Appeal may be defined as:

'A request for a review of a decision of an academic body charged with making decisions on student progress, assessment and awards'.

Grounds for academic appeal may include:

- Irregularities in the assessment process
- Perception of bias
- Error in the recording of marked work
- Extenuating circumstances that you could not make known

Grounds for academic appeal are not normally considered in relation to:

- Academic judgment or decisions made on the quality of work or the criteria being applied to mark work

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:

'The expression of a specific concern about matters that affect the quality of a student's learning opportunities'.

Such complaints would be dealt with under the College Complaints Procedure and not using the Appeals Procedure.

Our aim will always be to deal with any academic appeal as quickly as possible, to support the student/s in this process, to make decisions quickly and communicate clearly.

Making an Appeal

Informal Stage

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

You should contact your Head of School in the first instance and raise your concerns if your appeal relates to a grade you have received during the year.

The outcome of the informal stage will conclude with one of the following:

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

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 earlier.

For a formal appeal, the College appeals form must be used, this can be obtained from your Head of School or is available on the College website. The form should be submitted to the Head of Quality.

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

Further information and deadlines

For an appeal relating to the academic year 20-21 the College deadline is Friday 9th July 2021.

You will be advised of the next stage of appeal or review at each stage of the appeal.

Once you have exhausted the appeals procedure the College will issue a Completion of Procedures letter. This should be provided to you within 21 working days.

Academic Appeals will consider at each stage whether:

- the original decision was procedurally correct
- the original decision was taken on the basis of the correct information
- there is new, additional information to be considered
- there are valid reasons for this information not being presented for consideration previously
- the person appealing has been treated fairly

Once the appeal stage has been completed, you are entitled to ask the Office of the Independent Adjudicator [OIA](#), the independent ombudsman service of last resort, to look at your appeal. All

applications to the OIA must be made within twelve months of the date of the Completion of Procedures letter issued by the College to the student.

The [OIA](#) considers complaints about the outcome of the College's appeals process from people who remain dissatisfied at the conclusion of the College's appeals procedure. The [OIA](#) looks at issues such as whether the College followed its procedures, whether these procedures were reasonable, and whether the College's final decision was reasonable in all the circumstances.

The College will respond to any [OIA](#) enquiries in line with [OIA](#) timeframes.

The [OIA](#) cannot normally look at appeals:

- where the student has not progressed through all stages of the College's appeals procedures
- where the appeal refers to matters more than three years old
- where the Completion of Procedures letter is received outside the twelvemonth time period

Annual review and publication of academic appeals

The academic appeal procedure is approved and reviewed annually by the College Management Team. As part of this review a report on appeals is received by the Higher Skills Strategy Group, the aim being to ensure the academic appeal procedure continues to meet developments in the HE environment and positively contributes to and complements other quality assurance systems informing, where relevant, any improvements required to enhance the student experience.

Anonymised appeals summary reports will be considered by the Higher Skills Strategy Group, and made available to Governors and to the awarding organisation as required.