



APPEALS POLICY STATEMENT

Introduction

This **Appeals Policy Statement** has been produced by the **School of Marketing** to support the right of learners to appeal against any assessment or malpractice decision made by the **School of Marketing**. This **Appeals Policy Statement** provides a framework for the procedure of assessment appeals and should be followed by any learner who wishes to appeal against the assessment of their work and/or assessment.

Purpose of Policy

The purpose of this **Appeals Policy Statement** is to:

- ensure that learners are offered the opportunity to appeal against any assessment or malpractice decision made by the **School of Marketing**, and in a fair and open manner.
- provide learners with the framework and correct procedure to follow and adhere to when appealing against any assessment or malpractice decision made by the **School of Marketing** relating to their work and/or assessment.
- ensure that an agreement can be reached between the learner and **School of Marketing** at the earliest possible opportunity.
- ensure that any appeals against assessment / malpractice decisions are recorded, tracked and validated in the right and appropriate way according to the **School of Marketing's Appeals Policy** and procedure.

How to appeal against an Assessment and/or Malpractice decision

If a learner feels that any of their work and/or assessment has been assessed in an inaccurate or unfair way then they should follow the below procedure as soon as possible and within 10 - 14 days of receiving their assessment result(s).

Step one (informal process)

Any learner wishing to appeal against the assessment of their work and/or assessment should first contact their tutor and/or assessor (the individual(s) who made the assessment decision) to find out the reason(s) for the assessment / malpractice decision.

If the learner is satisfied at this stage with the feedback provided to them, and feels that the assessment decision was justified and fair, then their appeal has been resolved. Any appeal resolved at this stage should be recorded in writing and signed by all parties involved in the resolution, including the **School of Marketing's** internal quality assurance officer.

If, however, the learner remains unsatisfied with the assessment decision of their work and/or assessment then they should continue with their appeal by following the below procedure (see **step two**).



Step two (formal process)

If, once the learner has received feedback from their tutor and/or assessor with regards to the reason(s) why an assessment decision was made, they remain unsatisfied with the assessment decision then they should contact the **School of Marketing's Quality Assurance Manager**.

The learner's work and/or assessment will then be re-assessed by another assessor against the marking criteria and following the reassessment the learner will be informed of the assessment decision.

If the learner is satisfied with the outcome of the reassessment of their work and/or assessment, then their appeal has been resolved. All appeals resolved at this stage should be recorded in writing and signed by all parties involved in the appeals process.

However, if the learner remains unsatisfied after the reassessment of their work and/or assessment then they should continue with their appeal (see **step three** below).

Step Three (formal process)

If the learner remains unsatisfied with the decision following the reassessment of their work and/or assessment then the **School of Marketing** will arrange for an **Appeals Panel** to meet to discuss and consider the learner's appeal.

It may take up to 14 working days for the **Appeals Panel** to meet, which will include the **School of Marketing's Managing Director, Head of Apprenticeships and Quality Assurance Manager**. **Appeals Panel** meeting is the final stage of the **School of Marketing's** Appeals process and any decision made by the Appeals Panel will be considered as 'final' by the **School of Marketing**.

If the learner is still not satisfied by the assessment decision then they should contact the **Awarding Body** of the qualification that they undertook the work and/or assessment to have their appeal investigated further. All appeals, whether resolved or not, at this stage should be recorded in writing and signed by all parties involved in the appeals process.