

1 Title

Student Appeals

Special Covid-19 Notes

Appeals in relation to the 2020 SQA National 5 and Higher estimate results must be processed under a tighter timeframe in order to meet SQA deadlines, if required. See timeframe as set out in appendix 1.

2 Purpose

This document describes the procedure for a student to appeal against an assessment result.

3 Scope

This policy will be applied on all occasions where a student wishes to appeal against an assessment result.

4 Responsibility

The responsibility for initiating the procedure lies with the student's Programme Leader/FE PAT. Other responsibilities are as detailed in section 5.

5 Procedure

5.1 Grounds for appeal

5.1.1 Appeals can be made on the grounds that there have been perceived irregularities in the administration of an assessment which contravene the College's policy for assessment as detailed in section 5 of document [ref. 3.1-pol-01](#)

5.2 Processing an Appeal

5.2.1 A student wishing to appeal against an assessment result may do so in the first instance by lodging a "primary appeal" in writing with the Programme Leader/FE PAT (see appendix 1) within four weeks (see appendix 1) of being provided with the results. The Programme Leader/FE PAT will table the appeal within five working days (see appendix 1) to the appropriate Verification Group Coordinator.

5.2.2 On receipt of an appeal, the Verification Group Coordinator will decide whether the grounds for the appeal are allowable. The result of this decision and the reasons for arriving at it will be conveyed to the student and the Course Leader by the Verification Group Coordinator within five working days (see appendix 1).

5.2.3 If the grounds are allowable, the chairperson (Verification Group Coordinator) will arrange for the appeal to be considered by the full Verification Group within ten working days (see appendix 1) of his receipt of it. The student making the appeal will have the right to put his/her case personally or may do so by written submission. The tutor concerned will respond to the points made by the student. Both the student and tutor will then withdraw to allow the appeal to be considered. A full minute of the discussion and ensuing decision will be made by the Verification Group Coordinator. The result of the appeal will be notified in writing to the student, the tutor, the Course Leader and the appropriate Curriculum Leader within five working days (see appendix 1). The student will then be told that he/she may make a further “secondary appeal” to the Learning Teaching and Quality Committee if there is still dissatisfaction. Records will be retained by the Verification Group Coordinator and disposed of in line with the NHC Record Retention Policy and Schedule.

5.2.4 Following the Verification Group’s formal notification of decision, a student may write to the Chairperson of the Learning Teaching and Quality Committee lodging a “secondary appeal”, specifying the grounds for dissatisfaction with the outcome of the primary appeal and any other factors they feel should be known. The secondary appeal must be submitted to the Chairperson of the Learning Teaching and Quality Committee within five working days (see appendix 1) of having received the outcome of the primary appeal.

5.2.5 On receipt of a secondary appeal, the Chair of the Learning Teaching and Quality Committee will convene an Appeals Board which will meet to consider the appeal within ten working days (see appendix 1) of the appeal being received. The Appeals Board will be set up on the authority of the Learning Teaching and Quality Committee. Membership will be nominated by the Chairperson of the Learning Teaching and Quality Committee and will comprise:

A member of the Senior Management Team (chair)

The Director to whom the student is connected

The Curriculum Leader to whom the student is connected

A Curriculum Leader not connected with the Course (but where possible having relevant subject knowledge)

The Course Leader/PAT to whom the student is connected

5.2.6 The Appeals Board will have access to all the written documentation relating to the primary appeal. Both the student and the tutor concerned may make written submissions to the Appeals Board for their consideration. The outcome of the appeal will be final and will be reported to the Learning Teaching and Quality Committee. Notification in writing will be made to all parties concerned within ten working days (see appendix 1). Records will be retained by the Learning Teaching and Quality Committee and disposed of in line with the NHC Record Retention Policy and Schedule.

5.2.7 After having exhausted the college appeals process, students may have the right to appeal directly to the relevant awarding body (please refer to current awarding body guidance).

Where the awarding body is SQA, such appeals must be clearly marked as an appeal and sent to the corporate office at SQA's Glasgow office.

SQA Appeals must;

Be submitted within 15 working days of being notified of the outcome of the college appeal.

Be submitted in writing.

Include evidence to support their case

Provide an account of why the candidate thinks that the college appeal decision is wrong.

5.3 Regulated Qualifications

5.3.1 Students undertaking a programme of study regulated by SQA Accreditation or Ofqual (e.g SVQ qualifications) have an additional line of appeal. Students must have exhausted the previous steps in this appeals procedure and be able to provide evidence that they have followed the process.

5.4 Retention of information

Where a student has appealed an assessment decision, records will be retained in line with the NHC Record Retention Policy and Schedule.

6 Definitions

None

7 References

[Ref 3.1-pol-01](#) Assessment Policy

The Appeals Process: Information for Centers

SQA The Appeals Process: Information for Centres (April 2018)

City and Guilds Enquiries and Appeals for Qualifications (v3.3 October 2019)

EAL Appeals Policy (v5.1 July 2018)

AAT Enquiries and Appeals Procedure (September 2019)

8 Appendices

Appendix 1 – Covid-19 SQA National 5 and Higher estimate appeal timeline

Appendix 1

Covid-19 SQA National 5 and Higher certification results

Deadline	Action
Friday 14 th August	Deadline to submit appeal to PAT/Programme Leader copying NHCQuality@uhi.ac.uk
Tuesday 18 th August	PAT/Programme Leader tables appeal with Verification Group Coordinator
Wednesday 19 th August	Verification Group Coordinator to determine if grounds are allowable and issue outcome
Thursday 20 th August	If grounds allowable, Verification Group Coordinator to convene Verification Group to consider appeal
Friday 21 st August	Verification Group Coordinator to issue outcome
Monday 24 th August	Student may submit secondary appeal to the Director of Learning, Teaching and Quality via NHCQuality@uhi.ac.uk
Wednesday 26 th August	Director of Learning Teaching and Quality to convene appeals panel
Thursday 27 th August	Director of Learning Teaching and Quality to issue outcome
Monday 31 st August	Deadline to submit any alternative estimate result to SQA following outcome of NHC assessment appeals process