



LONDON PROFESSIONAL ACADEMY (LPA)

APPEALS POLICY

Title: Appeals Policy

Approved date: Sep, 2022

Approved by: London Professional Academy

Review Date: Sep, 2024

AIM

- This policy and procedure applies specifically to those students who undertake an examination or assessment that is within the control of LPA.
- As part of the induction procedure, students will be asked to sign that they accept and understand appeals policy.
- Students will also be given a programme handbook that demonstrates the assessment and grading for their chosen qualification.
- All students at LPA have the right to enquire about, question or appeal against an assessment decision.
- Students should first refer to the Academic and Assessment regulations to ensure they have the correct grounds to appeal.
- There are four stages to this process and at each stage, but in most cases, appeals are resolved at the first stage, after an informal meeting with the tutor.

DEFINITIONS

Assessment decision:

The summative grade awarded to a final submission piece of work.

Appeal:

To contest the grade awarded to a summative piece of work.

Tutor/Senior tutor:

The person responsible for assessing the piece of work.

Internal Verifier (IV):

The person who agrees the first marking is correct and fair and maybe a member of Senior Management Team (SMT). That person ensures application of the awarding body standard in terms of correct assessment decisions.

IMPLEMENTATION

- The appeals procedure will be explained to students during the course induction and again if an appeal is requested.
- Students intending to make an appeal must do so within 5 working days of receiving their summative mark. However, an appeal can only be made with respect to the procedures which led up to the decision being made.
- The student cannot appeal the outcome of the academic grade or offence, only where LPA fails to follow due process and this can be evidenced.

There are no grounds for appeal on the basis of the following:

- New evidence (unless related to the procedure) not already disclosed
- Disputing the academic judgement of the academic staff
- Disputing the competence of the staff involved

STAGES OF AN APPEAL

1) Informal Stage

- If a student is unhappy about a mark or grade awarded they should speak to the tutor who marked the work as soon as possible (within 5 working days) and ask for further clarification of the assessment decision.
- The tutor will review the decision and then explain to the students within 5 days how he or she decided the mark or grade, using either the mark scheme or assessment criteria and confirm the original decision or amend the mark or grade.
- Please note that it is not always possible to show the mark scheme, answer sheet, etc. as some must be kept confidential.

2) Review Stage

- If a student is still dissatisfied with the mark after stage 1, the student should raise the matter with LPA within 5 days in writing, explaining the grounds for the appeal.
- LPA will then arrange a review of the assessment by a different tutor or assessor, and the IV.
- They will review the assessment decision or mark, taking into account:
 - (i) The reason(s) for the appeal,
 - (ii) The work or evidence (assignment, test, etc.) and
 - (iii) The tutor or assessor's reason for the decision
- The student submitting the appeal will receive the outcome of the review in writing, again within five working days.

3) Formal Appeal Stage

- If a student remains unhappy about the decision after the Review Stage, they have the right to go to an Appeals Panel.
- The student must tell LPA within 5 working days of the review decision and complete the Assessment Appeal Form.
- Within 10 working days of receiving your appeal, LPA SMT will convene and hear the appeal.
- The Appeals Panel will include a member(s) of SMT and a subject expert.
- The student has the option to explain to the Appeals Panel why they believe they deserve a different mark.
- They may wish to be accompanied by an adviser and/or make a written submission.
- The teacher who made the original decision will attend the Appeals Panel.
- The Appeals Panel will then review the work and other evidence in order to reach a final decision and may seek the guidance of a subject adviser or Standards Verifier at the Awarding Organisation concerned.
- The students will be given the decision within 5 working days.
- The decision of the Appeals Panel is the final internal stage, although the student may appeal to the Awarding Organisation following the Appeals Panel's decision.

4) External Appeal

- Some Awarding Organisations have their own Appeals Procedures and students are free to make an appeal to them.
- Please note that there is a fee for an appeal and grades or marks may be changed up or down.
- Usually, Awarding Organisations will not consider an appeal from a student without first having completed LPA's internal appeal's process.