

LINCOLN COLLEGE

**STUDENT ASSESSMENT AND APPEALS POLICY
AND PROCEDURES
(OPEN UNIVERISTY STUDENTS)**

POLICY CQ/PO/1

SPONSOR

Head of Quality Improvement

EQUALITY AND DIVERSITY STATEMENT

Lincoln College strives to treat all its members and visitors fairly and aims to eliminate unjustifiable discrimination on the grounds of gender, race, nationality, ethnic or national origin, political beliefs or practices, disability, marital status, family circumstances, sexual orientation, spent criminal convictions, age or any other inappropriate grounds.

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CONTENTS

EQUALITY AND DIVERSITY STATEMENT	2
1 PURPOSE	4
2 AIMS	4
3 INTRODUCTION	4
4 ASSESSMENT POLICY	5
5 SERVICE STANDARDS.....	6
6 APPEALS PROCEDURE.....	7
7 ANNUAL REVIEW OF THE STUDENT ASSESSMENT, APPEALS POLICY AND PROCEDURE	8
APPENDIX 1 – Overview of student appeals process.....	9
APPENDIX 2 – Policy overview and interaction.....	10
APPENDIX 3 – Procedure for Mark Appeals Committee Hearings.....	11

LINCOLN COLLEGE

STUDENT ASSESSMENT AND APPEALS POLICY AND PROCEDURES (OPEN UNIVERSITY STUDENTS)

1 PURPOSE

The Student Assessment and Appeals Policy and Procedures (Open University Students) apply to Higher Education students of Lincoln College on Open University validated programmes. They are implemented to ensure that service standards and appeals made regarding internal assessment are monitored and managed fairly and consistently. For the purposes of this policy, the term assessment refers to decisions made regarding assessed work, progression to the next stage or level within a course and the achievement of an award. This procedure should be considered in conjunction with the Admissions Policy and the Student Complaints and Grievance Procedure.

2 AIMS

The policy and accompanying procedures aim to give a framework against which staff and students can carry out their responsibilities related to internal assessment; it gives access to appeals procedures for students and identifies the service standards that can be expected.

3 INTRODUCTION

- 3.1 Where there is any conflict between this policy and any validating organisation's assessment rules, the validating organisation's rules will take precedence but any resulting variations from the policy must be clearly communicated to students at the start of the course.
- 3.2 It is expected that, unless in exceptional and fully documented circumstances, a student who wishes to appeal an assessment decision must invoke their right to appeal within four weeks of receipt of the ratified assessment grade.
- 3.3 All appeals will be handled as confidential matters.
- 3.4 Any person involved will have the right to be accompanied by an advocate (who may be a member of staff, another learner of the college or a relative) during any part of the appeals procedure.
- 3.5 Advocates can be used by those individuals who are not able or do not feel sufficiently confident to represent themselves.
- 3.6 Students who have a disability that prevents them from submitting a written appeal may request that a member of staff completes any required documentation on their behalf.

4 ASSESSMENT POLICY

Student assessment

- 4.1 Students should have had the opportunity to acquire the necessary underpinning skills and knowledge prior to assessment.
- 4.2 The assessment expectations required by tutors should be made explicitly clear via an assessment briefing, which should be made available in a range of formats to suit individual learning needs.
- 4.3 A module/unit and course assessment strategy should permit students to undertake assessment using a variety of means (for example assignments, presentations, blogging, portfolio, demonstration) to meet students' preferred learning styles whilst also developing relevant employability skills.
- 4.4 Module assessment strategies and associated assessment items must be reviewed and updated annually to ensure assessment currency, validity, reliability and reduce the possibility of academic misconduct.
- 4.5 Students should not be denied access to assessment on the basis of attendance alone.
- 4.6 Additional demands should not usually be placed on students over and above those which determine whether the required criteria have been met. Individual support may be arranged for students with learning difficulties and disabilities and/or speakers of other languages, provided that they do not compromise the required outcomes.
- 4.7 In line with validating organisation guidance and situational definitions, reasonable adjustments should be made to summative assessment of a qualification to enable a student to demonstrate their knowledge, skills and understanding.
- 4.8 Special consideration may be given to students under extenuating circumstances in line with validating organisation guidance. An example of this may be a serious illness or injury.
- 4.9 Special consideration cannot give the student an unfair advantage and the student's results must reflect achievement in assessment and not potential ability.

Student submission of assessment evidence

- 4.10 All assessment evidence should be handed in by the given deadline using the correct hand in procedure, as directed by the subject tutor.
- 4.11 Requests for extensions may be granted in exceptional circumstances only at the discretion of the course coordinator. This must be recorded on ProMonitor or SmartAssessor (or authorised alternative) by the staff concerned so all parties are aware. The student must seek the extension no later than two working days prior to the original deadline. The student

should provide independent verification (eg. Doctor's note) to support the application for extension. Poor time management is not sufficient grounds for an extension to be granted.

- 4.12 If a student's work is accepted after an agreed deadline by the assessor, it will be assessed to the relevant criteria and the grade will not be limited. Late submission of assessment evidence, without an agreed extension may lead to conduct sanctions being imposed.
- 4.13 Once assessed evidence is handed back to the learner they will be given one new, negotiated deadline to resubmit assessment evidence should they wish to improve the grade. Work submitted after this deadline will not be re-graded.

5 SERVICE STANDARDS

The following Service Standards are defined to ensure that internally assessed work is promptly marked and returned to students and therefore positively impacting on an individual's learning process. Internally assessed work will be defined as:

"Work that is produced by students, candidates or trainees that contributes to the formative or summative assessment process"

- 5.1 The Service Standards for the assessment of learner work should be inclusive, where practical, of the internal quality assurance (IQA) process. However, all student work should be returned with a provisional grade, subject to internal and external quality assurance processes. The IQA process should be completed within a further 10 working days of returning the assessment decision and feedback to the learner. The submission of a 'provisional grade' should be clearly stated on the assessment documentation and explained to the student.
- 5.2 All student work which is submitted to the specified deadline will be assessed within a period of 20 working (term-time) days from the submission deadline. In situations where students submit work for assessment late, either with or without authorisation, assessment will take place within a timescale agreed between the marker and the student. The timescale agreed should consider the following factors:
- Workload of the staff member concerned
 - Key dates for the submission of grades/marks to the validating organisation
 - Availability of marked work for the processes of internal and external quality assurance and moderation
 - Impact on the student's progression.
- 5.3 The assessment process will include the provision of appropriate feedback to the student and the internal verification of a sample of assessed pieces of work.

6 APPEALS PROCEDURE

- 6.1 All appeals must be dealt with fully, promptly and all persons involved must be given the opportunity to state their points of view. All appeals will be handled confidentially.
- 6.2 Students should refer to Open University guidance (for guidance students should contact their tutor, access the college website or access the [Regulations for validated awards of the Open University](#)).
- 6.3 Assessments are carried out by a first marker, a second marker and an External Examiner, and then ratified by a Board of Examiners. A student may appeal the process of marking, verification or moderation of an assessment within 10 working days of receiving assessment decisions.
- 6.4 Students cannot appeal against a module result simply due to disagreeing with the academic judgement, because they are disappointed with the result or because of the consequences of that lower than hoped for result. Students must make a case, with evidence to support it, that the College has made a procedural error in reaching that result.

Informal Procedure

- 6.5 Where a student feels a mark awarded is not appropriate or not justified, they should seek an individual tutorial to discuss the matter and receive feedback on their assessment performance.
- 6.6 Where a student wishes to appeal the process of marking, verification or moderation of an assessment, they should first discuss the matter with the subject tutor, personal tutor or course coordinator.
- 6.7 If the matter remains unresolved, the student may request a meeting with the Head of Learning and Skills. This interview should be arranged within five working days* of the submission of the request and the student may be accompanied by another person.
- 6.8 If, after any action taken by the Head or members of the programme team to resolve the issue, the student is still dissatisfied, they may request that formal procedures be actioned.

Formal Procedure

- 6.9 The Open University will be notified at this point. All relevant documentation shall be sent to the Head of Quality Improvement who shall, within 10 working days* of receiving the appeal, convene an Appeals Committee comprising:
 - Head of Quality Improvement
 - Associate Director of Higher Education (or deputy)

- Quality Manager
- An experienced internal verifier/quality assurer
- A member of the Learning Standards Quality Committee

6.10 The student, who may be accompanied by another person, shall be asked to attend this meeting.

6.11 Should further information be required by the Appeals Committee in order to make a decision, the committee shall be adjourned and re-convened when appropriate.

6.12 The Appeals Committee will, after reviewing all the information and documentation, make the final decision and confirm the outcome to the student in writing within five working days of the decision being made.

Appeals to the Validating Institution

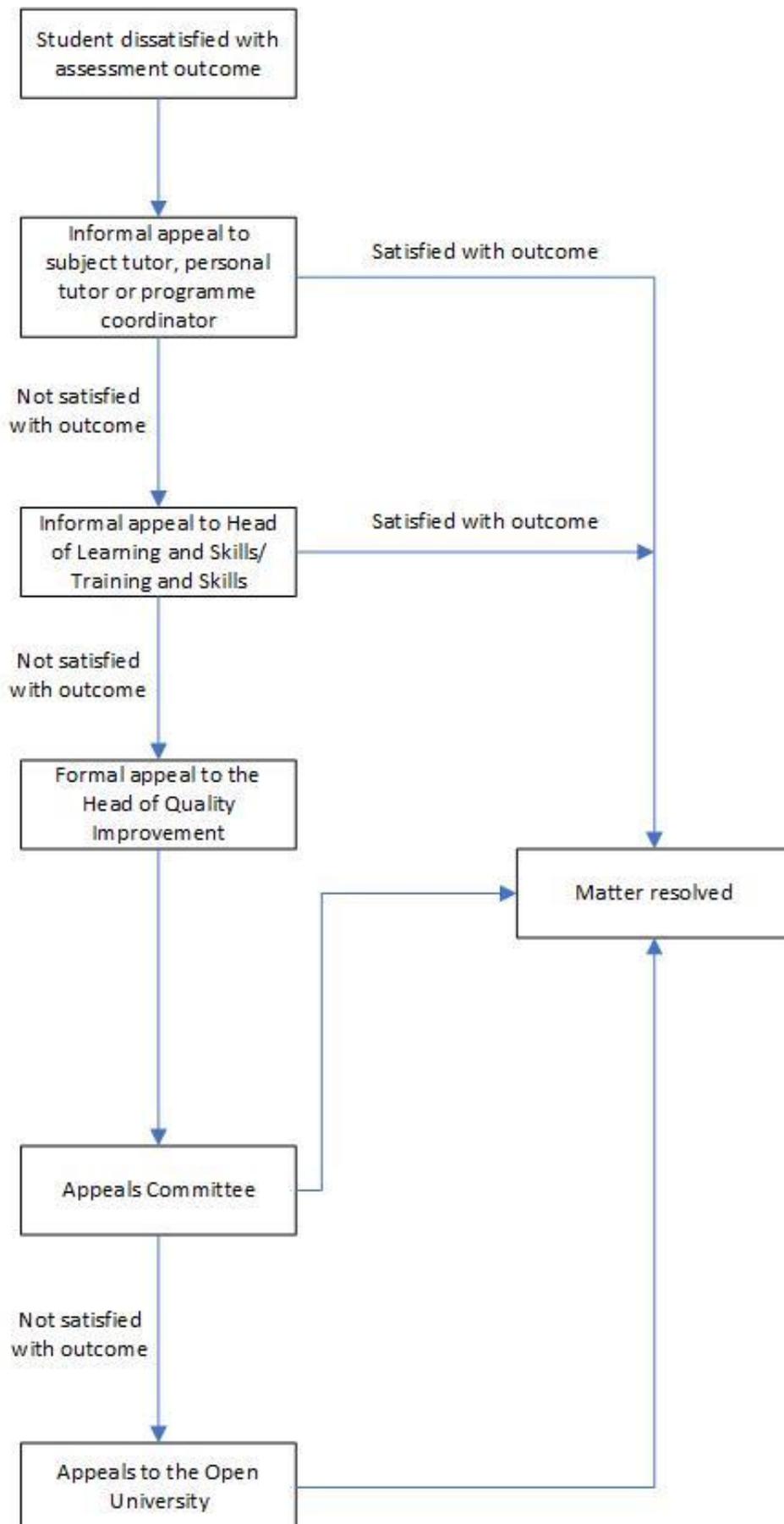
6.13 If the matter remains unresolved, the student is entitled to make an appeal to the validating organisation. The right to appeal to the validating organisation only exists after conclusion of the Formal Procedure (6.12).

7 ANNUAL REVIEW OF THE STUDENT ASSESSMENT, APPEALS POLICY AND PROCEDURE

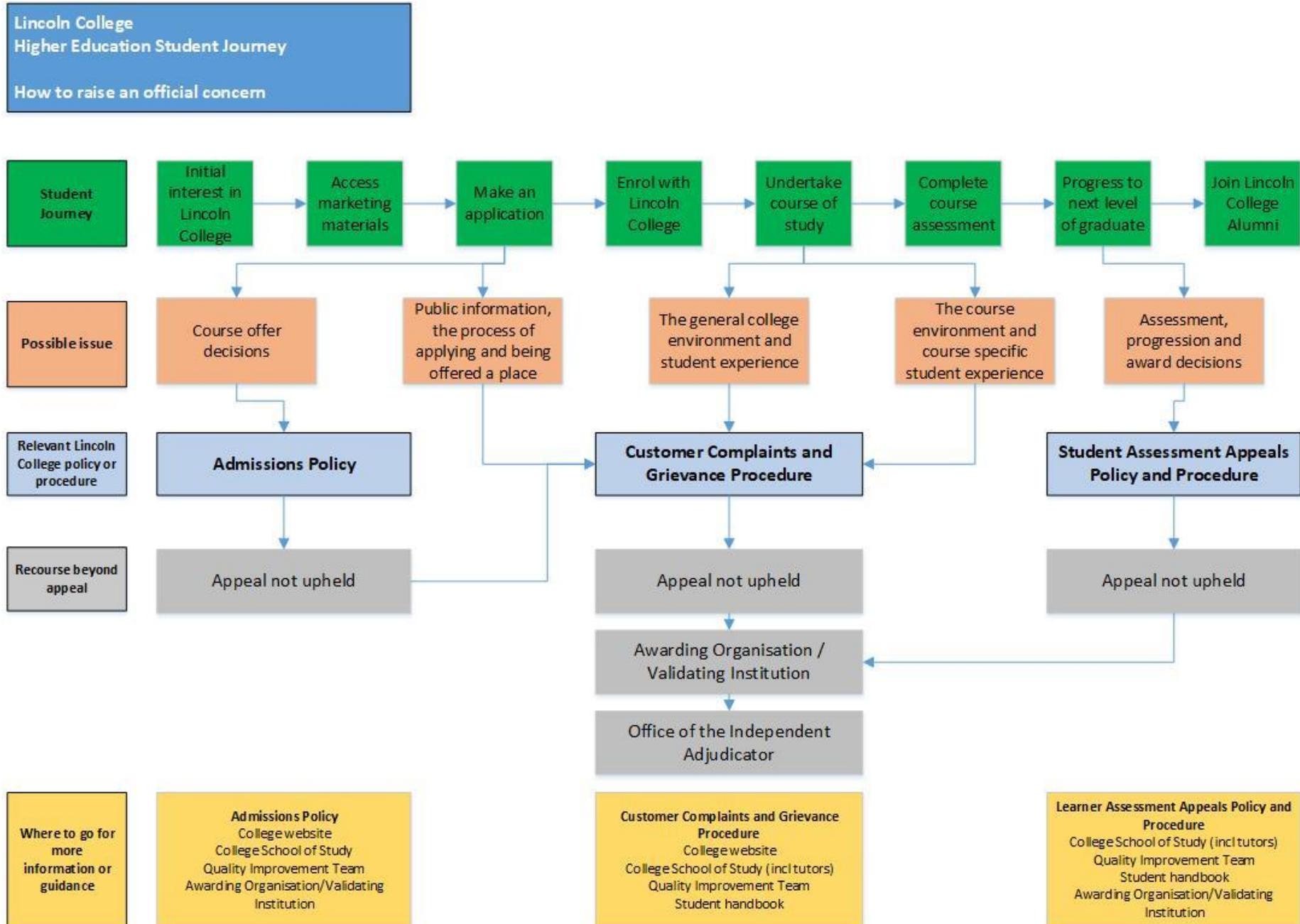
The Learning Standards Quality Committee will review the HE Student Assessment, Appeals Policy and Procedure (Open University Students) on an annual basis and make recommendations for its development.

(* outside of term time, the interview will be arranged at as soon possible 3 but at a mutually agreed time, taking into account potential restrictions caused by staff taking leave).

APPENDIX 1 – Overview of student appeals process



APPENDIX 2 – Policy overview and interaction



APPENDIX 3 – Procedure for Mark Appeals Committee Hearings

Appeals to student marks will be heard by an Appeals Committee, which shall be chaired by the Head of Quality Improvement. All correspondence and information relating to the outcome of the appeal in question will be made available to the committee, prior to the hearing.

Order of the Hearing

1. The Head of Quality Improvement will welcome the appellant and committee members to the hearing, make introductions and will clarify if notes are to be taken at the meeting and to whom they shall be made available. It is standard practice for both sides to take their own notes should they wish.
2. The appellant will be given the opportunity to state the grounds for their appeal and bring to the attention of the committee key information related to their appeal.
3. The committee may ask the appellant any questions relating to the situation.
4. The Head of Learning and Skills (or deputy) may ask the appellant any questions relating to the situation.
5. The Head of Learning and Skills (or deputy) will be given the opportunity to state the outcomes of the informal procedure related to the situation.
6. The committee may ask the Head of Learning and Skills (or deputy) any questions relating to the situation.
7. The appellant may ask the Head of Learning and Skills (or deputy) any questions relating to the situation.
8. The committee may ask either party any further questions relating to the situation.
9. The appellant may be asked to withdraw from the meeting to allow the committee time to consider the appeal.
10. The appellant shall be recalled to the hearing once the committee has considered the appeal and, if a decision has been reached, informed of the outcome of the appeal.
11. Written confirmation of the decision will be sent to the complainant within 7 working days of the hearing.
12. The complainant will be advised of their right to appeal against the decision and informed who the appeal should be lodged with and in what timescale.