

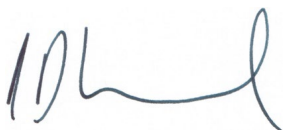
ASSESSMENT APPEALS 2026-2027

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Jason Lancaster
Principal and CEO



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1. INTRODUCTION

Northampton College is committed to providing high-quality teaching and learning for its learners with assessments carried out in a fair, consistent and reliable manner. This policy is in place to provide learners with the mechanism to enquire, question and/or appeal against an assessment decision.

2. RESPONSIBILITY

Deputy Principal and Assistant Principal Teaching, Learning and Quality

3. SCOPE

This policy and procedure details how students of Northampton College, who are dissatisfied with an internal or external assessment outcome may request a review of that decision. The policy applies to all programmes at Northampton College including academic and vocational further education programmes, apprenticeships and University Level programmes

Students on Higher Education Programmes will follow the Northampton College Higher Education (HE) Academic Appeals Procedure

This process does not apply for an End Point Assessment appeal; these are made directly to the End Point Assessment Organisation via the Quality Team.

Complaints about teaching, support services, or College facilities, which should be managed through the College Complaints Procedure.

4. POLICY STATEMENT

Northampton College operates a rigorous system of internal quality assurance to validate fair assessment that complies with awarding body requirements. It is recognised that there may be circumstances when individual learners or groups are unhappy with an assessment decision. The Assessment Appeals Policy should be used by any learner who believes that a piece of work has been assessed unfairly, inconsistently, or not in accordance with the standards and level required by the Awarding Body.

5. KEY PRINCIPLES

All students are informed of the procedure regarding assessment appeals during induction.

6. ASSESSMENT APPEALS PROCEDURE

Internal Assessments

- I. If a student is not happy with an assessment decision, they must, within one week of the decision being made discuss this with the assessor/tutor. If following this discussion, the student is still not happy they must complete the Assessment Appeal form and hand it to the assessor.
- II. The assessor will discuss the completed assessment appeal form with in one week of receipt and feedback to the student. If the appeal is still not resolved the IQA will forward the appeal to the Curriculum Manager or the Apprenticeship Delivery Manager.

- III. The Curriculum Manager or the Apprenticeship Delivery Manager will review the appeal with in one week and feedback to the student. If the appeal is still not resolved the Curriculum Manager or the Apprenticeship Delivery Manager will refer the appeal to the Quality Improvement Lead.
- IV. The appeal will be dealt with, within ten working days, by the Quality Improvement Lead. The decision of the Quality Improvement Lead is final.

Although the decision of the Quality Improvement Lead is final, if the student is not happy with the appeal outcome, they can contact the Awarding Organisation for the qualification and thereafter the Regulator.

External Assessment Appeals

This procedure enables students to appeal an external assessment decision where they believe that:

- An administrative error has occurred.
- Assessment procedures were not followed correctly.
- Reasonable adjustments or special consideration were not applied appropriately.
- The awarding organisation has not complied with its published procedures.

The appeals process is designed to ensure fairness, transparency, and compliance with awarding organisation and regulatory requirements.

Stage 1: Request for Review

The student must submit a written appeal to the Quality Team via appeals@northamptoncollege.ac.uk within five working days of receiving the assessment result or notification of the decision.

The appeal must clearly state:

- The qualification and unit/examination concerned.
- The grounds for the appeal.
- Any supporting evidence.
- The outcome being sought.

The student will receive written acknowledgement of their appeal within three working days.

Stage 2: College Review

The Quality Improvement Lead will conduct a review of the assessment decision and associated evidence.

The review may include:

- Examination or assessment records.
- Assessment documentation.
- Evidence relating to reasonable adjustments or special consideration.

- Correspondence with the awarding organisation.
- Statements from relevant staff.

The review will determine whether there are sufficient grounds to proceed with an awarding organisation appeal.

A written outcome will normally be issued within ten working days.

Stage 3: Awarding Organisation Appeal

Where grounds are identified, the College will submit a formal appeal to the awarding organisation on behalf of the student.

The College will:

- Ensure all required evidence is gathered.
- Submit the appeal within awarding organisation deadlines.
- Act as the main point of contact with the awarding organisation.
- Keep the student informed of progress.

Students cannot normally appeal directly to the awarding organisation unless permitted by the awarding organisation's own policy

Stage 4: Outcome

Once the awarding organisation has completed its review, the College will notify the student in writing of:

- The outcome of the appeal.
- Any changes to grades or assessment decisions.
- Any further rights of appeal.

Where the appeal is upheld, the College will ensure that records and certification are amended as required.

Stage 5: Further Appeal

If the student remains dissatisfied after the awarding organisation's decision, they may have the right to proceed to a further stage of appeal in accordance with the awarding organisation's published Appeals Policy.

Information regarding further appeal rights and timescales will be provided with the appeal outcome.

Record Keeping

The Quality Team will maintain records of:

- Appeal submissions.
- Evidence reviewed.
- Correspondence.

- Outcomes and recommendations.

Records will be retained in accordance with the College Data Retention Schedule and Data Protection requirements

We will aim to complete the full College review within 15 working days wherever possible to ensure awarding organisation deadlines are not missed. In more complex cases this may take longer

7. Reporting

Any formal assessment appeals are reported to the Curriculum, Quality and Student Experience Group.

8. Associated Policies

- Higher Education (HE) Academic Appeals Procedure
- Student Assessment Policy
- Malpractice, Maladministration and Plagiarism Policy
- Dignity, Diversity and Equal Opportunities Policy

9. Approval Process

This policy is approved by the Policy and Strategy Group. Senior Leadership team Group

10. Appendices:

Appendix 1: ASSESSMENT APPEALS PROCEDURE

Appendix 2: Written assessment appeals procedure

Appendix 3: Assessment appeals form

Appendix 1: ASSESSMENT APPEALS PROCEDURE

If you are not happy with a decision made about your assessed work:

Stage 1		Speak to the person who assessed your work - the assessor/tutor. This must be within ONE week of the decision being made.	Following this discussion, if you are still not happy with the assessment decision, please complete the Assessment Appeal Form and then hand it to the assessor.
Stage 2		Within ONE week the assessor and IQA will discuss the completed Assessment Appeal Form.	If the appeal is still not resolved, the assessor/tutor will feedback to you and the IQA will forward the appeal to the next stage.
Stage 3		The appeal will now be dealt with, within ONE week, by the Curriculum Manager or the Apprenticeship Delivery Manager.	If still not resolved, the Curriculum Manager or the Apprenticeship Delivery Manager will refer the appeal to the Quality Improvement Lead.
Stage 4		The appeal will now be dealt with, within TEN days, by the Quality Improvement Lead.	The decision of the Quality Improvement Lead is final.
Stage 5		Although the decision of the Quality Improvement Lead is final, you can contact the Awarding Organisation for the qualification and thereafter the Regulator.	
This process must not be followed for an END POINT ASSESSMENT appeal.			

Appendix 2: Written assessment appeals procedure

The following procedure is the entitlement of all students and is additional to the College Assessment Policy.

If a situation arises where a student does not agree with the grading or assessment decision of an assessor/tutor, the following procedure will be followed.

Stage 1

Within **ONE** week the student will discuss the assessment decision with the assessor/tutor making the judgement. The student will be advised that Student Services staff can offer support and provide an advocacy service. If the matter cannot be resolved, then the student must complete the Assessment Appeals Form.

Stage 2

Within **ONE** week the assessor/tutor and IQA must discuss the appeal. If the matter still cannot be resolved at this stage, then the assessor will feedback the IQA's decision to the student. The IQA will forward the Appeals Form to the Curriculum Manager or the Apprenticeship Delivery Manager.

Stage 3

Within **ONE** week the Curriculum Manager/ Apprenticeship Delivery Manager will review the appeal. Other parties who may be affected (e.g., External Training Brokers, Employers) must be informed of the appeal by the Curriculum Manager or another designated person. If the matter is still not resolved the Curriculum Manager or Apprenticeship Delivery Manager will forward the appeal to the Quality Improvement Lead.

Stage 4

Within **10 days** the Quality Improvement Lead will review the appeal and make a judgement. This decision is final.

Stage 5

Although the decision of the Quality Improvement Lead is final, **you** can contact the Awarding Organisation for the qualification and thereafter the Regulator.

At all stages, a copy of the completed Assessment Appeals Form must be sent to the Quality Improvement Lead.

Note:

- Any work, subject to appeal, will be checked against national standards.
- The College Appeals Procedure does not compromise an Awarding Organisations procedure, where it applies, and is in addition to it.
- If there is a change in assessment after an appeal, the College will inform the appropriate Awarding Organisation.

This process must not be followed for an END POINT ASSESSMENT appeal. The End Point Assessment Centre will have their own quality procedures.

Appendix 3: Assessment appeals form

Student name:		School:	
Qualification:		Awarding Organisation:	
Unit/Module title:			
Assignment/ Assessment title:			

Stage 1	Assessor name:		Date:	
Reason for the appeal (please give as much information as possible*)				
Resolved?	Y	N	Assessor signature:	

Stage 2	IQA name:		Date:	
Outcome of discussion (please give as much information as possible*)				
Resolved?	Y	N	IQA signature:	

Stage 3	CM / ADM name:		Date:	
Outcome of appeals review (please give as much information as possible*):				

Resolved?	Y	N	CM / ADM signature:	

Stage 4	QIL Name:		Date:		Upheld?	Y	N
Outcome of appeals review (please give as much information as possible*):							
Recommendation(s) to Curriculum Manager or Apprenticeship Delivery Manager:							
QIL signature:							

***If necessary, please continue on a separate sheet of paper and attach to this form.**