



Lewis Secretarial and Computer College

Student Appeals Procedure – Assessment Decisions

Scope

This policy applies to all students undertaking OCR ITQ and Administration (Business Professional) assessments.

Background

You will have worked hard to complete your course and prepare for your assessment. When you have completed your assessment it will be reviewed by one of our centre assessors prior to submission to OCR for moderation and award of your qualifications. The centre assessor will come to one of two conclusions having assessed your work:

1. To mark it as "PASS". This means that you have reached the required standard and we will then submit your assessment to OCR for moderation.
2. To mark it as "REVIEW". This means that you need to review your work based upon the feedback provided and resubmit it for assessment. We will not submit it to OCR until you have resubmitted it and the centre assessor has "PASSED" it.

What if you are not happy with the decision of the centre assessor?

If the centre assessor marks your assessment as "REVIEW" you have the right to appeal against the decision. The appeals procedure is as follows:

- i. **In the first instance you should inform the College Principal that you wish to appeal against the assessment decision.** The College Principal will instigate the appeals process (although will not be directly involved at this stage). This means that you do not need to raise your concerns with the assessor or your tutor.
- ii. **The College Principal will arrange for your assessment to be reviewed by another centre assessor.** This second reviewer will not have any knowledge of the original assessment decision.
- iii. **If you are satisfied with this second assessment decision the appeal process ends there.**
- iv. **If you are unsatisfied with the second decision the matter will be reviewed by an Appeals Panel made up of the College Principal and a Director.** Prior to this stage of the review you will be given an opportunity to provide details of why you feel the assessment decision is wrong; this will be taken into account by the panel. Such reasons must be given in writing (email is acceptable) but you have no obligation to provide this – the panel will sit anyway. You are not allowed to attend the Appeals Panel nor will you be called to give evidence. The Appeals Panel might however call either of the two assessors to give evidence.
- v. The decision of the Appeals Panel will be to either uphold your appeal or to reject it. In the event that the panel reject your appeal the decision of the original assessor will stand. In the event that the panel uphold your appeal your work will be submitted to OCR for moderation.

The decision of the panel at (v) above is final.

Appeal Process Timetable

It is in everyone's interests to get the appeal dealt with as quickly as possible.

We will undertake the second review (step (ii) above) within 7 working days of your appeal wherever possible. In exceptional circumstances where this is not possible we will advise you of a revised timescale within 7 working days of you lodging your appeal.

If you are unsatisfied with the outcome of the second assessment and wish to take your appeal to panel (step (iii) above) you must inform us with 7 working days of us sending you that second assessment decision.

From the date that you tell us you wish to go to panel you have 7 working days within which to present your reasons for appeal.

We will convene the Appeals Panel as soon as possible thereafter.

Policy ends.