

ACADEMIC APPEALS POLICY AND PROCEDURE

Applicable to all FE students

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Related policies:	Complaints Guidance and Procedure HE Academic Appeals Policy and Procedure JCQ Appeals Booklet Relevant AO Appeals Procedure (see AO website, or contact quality@ucscollegegroup.ac.uk)
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Academic Appeals Policy and Procedure

1. Introduction

- 1.1 This Academic Appeals policy and procedure is to ensure all students are aware of and understand the Academic Appeals procedure relating to internal assessment decisions and the Academic Appeal process.
- 1.2 UCS College Group (UCS) complies with Awarding Organisation (AO) and Regulatory Body requirements for Approved Centres. Please note that each AO will have a different procedure for dealing with appeals, therefore this policy aims to provide an overview policy and procedure, however, the relevant AO procedure should be considered.
- 1.3 The procedure is included as part of the student induction period and is available on the VLE for students and SharePoint for staff.

2. Policy Statement

- 2.1 UCS College Group is committed to:
 - 2.1.1 Ensuring that staff marking is fair, consistent and in line with subject specific documents and Awarding Organisation specification where applicable.
 - 2.1.2 Ensuring that student's work is marked by staff who have the appropriate knowledge, skills, understanding and training.
 - 2.1.3 Ensuring that work produced by the student is authenticated.
 - 2.1.4 Ensuring that students are able to use this appeals procedure to consider whether to request a review of the centre's marking.

2.2 UCS College Group will:

- 2.1.5 Inform students of their centre assessed marks so that they may request a review of the marking before marks are submitted to Awarding Organisations.
- 2.1.6 Inform students that they may request copies of materials to assist them in considering whether to request a review of the marking of the assessment.
- 2.1.7 Allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the student of the outcome.
- 2.1.8 Provide a clear deadline for students to submit a request for a review.
- 2.1.9 Ensure that the review of marking is carried out by an assessor who has appropriate competence and no previous involvement in the assessment.
- 2.1.10 Inform the student in writing of the outcome of the review of the centre's marking and will make it known to the Head of Centre.

3. Scope

- 3.1 All students have the right of appeal against the outcomes of an assessment decision if:
 - They believe the assessment to be inaccurate and/or unfair due to the assessment criteria relating to the specific assessment being incorrectly applied in awarding a grade or mark
 - There is evidence that there has been an internal administrative error or that the assessment was not conducted in accordance with the regulation of the College Group or the relevant Awarding Organisation.
- 3.2 Disagreement with the academic decision of assessors or examiners is not in itself grounds for appeal.
- 3.3 Higher Education (HE) Students

HE students and HE apprentices, including students doing a Higher National

Certificate or Diploma, should refer to the HE Academic Appeals Policy and Procedure for students. This is available on the appropriate Virtual Learning Environment (VLE), the University Centre Somerset (UCS) website or by emailing HE@ucscollegegroup.ac.uk.

4. Internally Assessed Components of Qualifications

- 4.1 Certain components of qualifications (including GCSE controlled assessments and non-examination assessments) that contribute to the final grade of the qualification are internally assessed by the subject lecturer/assessor. The marks awarded are then submitted by the deadline set to the Awarding Organisations for External Moderation.
- 4.2 After student's work has been internally assessed, it is then moderated by the Awarding Organisation to ensure consistency in marking between centres.

5. Appeal Procedure

5.1 Stage 1 Informal Verbal Appeal

You should discuss the matter with your subject lecturer/assessor explaining the reasons for the appeal within 3 working days of receipt of the assessment.

The lecturer/assessor will consider your appeal and provide a response within 10 working days. This will include a clear explanation of the assessment decision following a re-evaluation of the evidence.

If you agree with the decision, then the assessment outcome is confirmed with no further action. If the issue is unresolved, it must be documented before moving to Stage 2. For documenting a verbal appeal, please use the Student Verbal Academic Appeal record form (appendix 3).

5.2 Stage 2 Internal Written Appeal

An appeal in writing should be made to the Course Leader within 10 working days of the end of the Stage 1 process, using the UCS College Group Student Appeals Stage 2

Form (appendix 1).

The Course Leader (CL) or a second assessor, if the CL was the original assessor, will evaluate the assessment decision by reviewing the evidence, records and the lecturer/assessor rationale for the decision, ensuring that the Internal Quality Assurer (IQA) is involved in the review. The CL will complete section 2 of the UCS College Group Student Appeals Stage 2 Form and provide the student with the reconsidered decision within 5 working days of receiving the appeal.

5.3 Stage 3 Internal Written Appeal to the Head or Area Assistant Principal

If you are still dissatisfied with the assessment decision and wish to challenge the outcome of the Stage 2 appeal, an appeal in writing should be made to the Head or the Assistant Principal for the Area within 10 working days of the Stage 2 outcome, using the UCS College Group Student Academic Appeals Stage 3 Form (appendix 2).

The Head, Area Assistant Principal or their representative will re-evaluate the assessment decision and Stage 2 appeal by evaluating the evidence and records along with the lecturer/assessor rationale for the decision. They will make the Director of Quality and TLA or the Curriculum Quality Manager aware of the review by emailing quality@btc.ac.uk. The Head, Area Assistant Principal or their representative will complete section 2 of the appeal form and provide the student with the reconsidered decision within 5 working days of receiving the appeal.

Copies of records of appeals are retained with the assessment records. UCS College Group will retain records of appeals for a minimum period of three years.

5.4 Stage 4 Awarding Organisation

If you have followed Stage 1, 2 and 3 of the appeals procedure and remain dissatisfied with the outcome, you have the right to take your appeal to the Awarding Organisation (if applicable) within 14 working days of the Stage 3 decision being communicated to you.

The specific Awarding Organisation procedure for Student Appeals against Recognised Centre Decisions must be followed and Stage 3 appeals sent to the

Awarding Organisation.

For details of the specific Awarding Organisation student appeals procedure please contact the Quality Team by emailing Quality@btc.ac.uk.

5.5 Stage 5 Regulatory Organisation

If you have followed all the stages of this appeals procedure and are still dissatisfied with the outcome, you have the right to take your appeal to the appropriate regulator:

Ofqual – <http://ofqual.gov.uk>

Scottish Qualifications Authority– <http://accreditation.sqa.org.uk>

Qualifications Wales/Cymwysterau Cymru

<https://www.qualificationswales.org/english/>

6. Appealing End Point Assessments (EPAs)

If you are an Apprentice and wish to appeal the outcome of an EPA, please refer to the End Point Assessment Organisation's (EPAO's) appeals policy for full guidance. EPAs are carried out by an independent organisation. EPAOs are subject to External Quality Assurance (EQA) by Ofqual that is in line with the Institute for Apprenticeships and Technical Education's EQA framework. In the first instance please talk to your tutor or assessor and discuss your concerns and the reasons for wanting to appeal the decision. If they feel there are grounds for an appeal and the policy states that the College Group should submit the appeal on your behalf; they will submit the appeal to the Head of Apprenticeships, Director of Quality and TLA, or the Curriculum Quality Manager for approval. It will then be sent off to the EPAO if the appeal is approved and is deemed to meet any appeals criteria provided by the EPAO.

If the policy states that you should submit your own appeal, please discuss the appeal with your tutor or assessor and follow the EPAO's policy. Please provide your tutor or assessor with a copy of the appeal and inform them of the outcome.

7. Appealing Exam Results

If you wish to appeal an exam result, in the first instance please talk to your tutor or assessor and discuss your concerns and the reasons for wanting to appeal the decision. If there appears to be grounds for appeal, they will contact the Exams department (exams-helpdesk@btc.ac.uk) on your behalf to provide information for and a review of administrative procedures or an appeal. This will then be processed following JCQ guidance on your behalf.

8. Complaints

If you have a general concern or complaint about the delivery or administration of a qualification, you can follow the process set out in the Complaints Guidance and Procedure.

9. Review of Policy

This policy will be reviewed annually.

Appendix 1 Student Academic Appeals Form Stage 2



Students are required to complete this form when making an appeal against the outcomes of an assessment decision and forward to the Course Leader or Programme Manager.

Student name			
Date of assessment			
Name of assessment			
Type of assessment			
Name of assessor (against whose decision the appeal is being made)			
Nature of the Appeal			
Details of Original Assessment Decision			
Student signature		Date	

To be completed by the Course Leader/ Programme Manager / IQA

Date of meeting			
CL Response			
CL / IQA signature		Date	
Student signature		Date	

Appendix 2 Student Academic Appeals Form Stage 3

Students are required to complete this form and forward it to the Head or Assistant Principal for the Area to make a formal appeal, if they are still dissatisfied after having appealed to the course leader.

Student name	
Student registration number	
Address	
Email address	
Contact number	
Date of assessment	
Name of assessment	
Type of assessment	
Date appeal submitted	
Name of assessor	

Describe the reasons for your appeal as fully as possible. Please include **copies** of any associated documents (eg student evidence, record of feedback from the assessor involved). Students should keep a copy of this form.

Type of assessment and Nature of the appeal
Please attach an additional sheet, if necessary

Details of Original Assessment Decision

Please attach an additional sheet, if necessary, in addition to any supporting evidence

Student signature

Date

To be completed by the Head, Assistant Principal for the Area or their representative

Date of appeal investigation Review	
Investigation /review participants	
Investigation/review details	

Outcome (Tick one only)			
Uphold the original assessment decision			
Offer the student an opportunity for a re-sit/re-assessment free of charge			
Overturn the original decision			
Area Assistant Principal signature		Date	
Student signature		Date	

Appendix 3 Student Verbal Academic Appeal Record

Student name	
Date of assessment	
Name of assessment	
Type of assessment	
Name of assessor (against whose decision the appeal is being made)	
Nature of the Appeal	
Details of Original Assessment Decision	

To be completed by the lecturer/assessor

Details of the investigation into the Academic Appeal			
Outcome of the verbal Academic Appeal			
Lecturer/assessor signature		Date	
Student signature		Date	