

## **1.10 Appeals Procedure**

An Appeal is a procedure that allows a candidate to formally challenge the decision of the Examiners on specified grounds (see grounds for an appeal below). The procedure for making an appeal is summarized below. If a candidate thinks that he/she might have grounds for appeal they should try to see if they can resolve the matter by talking to their Instructor first. However, it is important to note that a candidate cannot appeal simply because he/she feels that they deserve a better result.

### **1.10.1 Grounds for an appeal**

The decisions of an Examiner may be challenged on the three following grounds:

1. That there exist circumstances materially affecting the candidate's performance which were not known to the Examiners when its decision was taken and which it was not reasonably practicable for the candidate to make known to the Examiner beforehand;
2. That there were procedural irregularities in the conduct of the examinations and/or assessment procedures, including assessment of coursework, of such a nature as to create a reasonable possibility that the result might have been different had they not occurred;
3. That there is evidence of prejudice, bias, or inadequate assessment on the part of one or more examiners.

### **1.10.2 Challenges to Appeals concerning Internal Assessment**

Candidates' cannot appeal solely because the result is worse than they would have wished or worse than they feel they deserve. No appeal will be allowed on the grounds that, although the decision of the examiners was properly made, candidates' believe that the Examiner may have erred in its judgment of the results achieved.

### **1.10.3 Making an Appeal Concerning Internal Assessment**

The procedures for appeals for internal assessment have two phases. The first is internal resolution by your Instructor. However, if the candidate is still dissatisfied with the solution he/she may submit an appeal to the Administration Department which will be looked into by the Director and Programme Coordinator. Please note that this procedure is undertaken for all appeals relating to internal assessment only.

- Stage One

The candidate must submit a case for 'internal resolution' to the Instructor within 7 days of notification of the results. The Instructor will normally aim to respond to students' requests for internal resolution within a maximum period of 10 days.

- Stage Two

If the candidate is unable to come to an agreement with his/her Instructor then they can submit an appeal to the Administration Department for consideration by the Director and Programme Coordinator. The appeal must be submitted within 14 days of notification of a failure to resolve the dispute with the Instructor. Candidates' who submit a case to the Administration will normally be asked to provide a copy of the formal record of internal resolution with their Instructor. Appeals submitted to the Administration Department must be made in writing.

#### **1.10.4 Making an Appeal Concerning External Assessment**

All appeals relating to external assessment, moderation and final certification will be made to the Awarding Body. However, appeals will only be made if the internal appeal resolution has failed and most importantly it will only be made by the Centre on behalf of individual candidates and not by the candidates themselves. The Centre will send evidence supporting the appeals to Awarding Body. Evidence sent will usually be the candidates' actual exam paper and an application stating the basis of the appeal.