



Academic Appeal Procedure

June, 2013

INTRODUCTION

Sanjari International College (SIC) always strives for entertaining any appeal(s) and complaint(s) of learners in order to satisfy them as well as ensure equal and fair treatment. As a part of its commitment, the SIC is committed to ensuring that anyone aggrieved for any reason e.g. unhappy with assessor's assessment, etc. Can make an appeal verbally, in writing, by telephone or email. The college is also committed to investigating the issue fairly and endeavours its best effort to satisfy the appellant.

DEFINITION

An appeal, in general, is a formal request from a candidate who is not satisfied with an assessment outcome.

Learners may appeal for, besides many others, the following reasons:

- If they do not understand why are not yet regarded as competent, due to lack of or unclear feedback from the assessor.
- If they believe that they are competent and that the Assessor has misjudged them or has failed to utilise some vital evidence.

HOW TO APPEAL

An appeal can be made verbally to the Student Welfare Officer, who will write down the same onto the Appeal Form on learner's behalf. It can also be made straight onto the form if appellant prefers. The SIC also entertains requests of appeals made by telephone or email. If any learner needs help in making his/her complaint, She/he can ask the receptionist or her/his personal tutor and will get someone e.g. student Welfare Officer to help.

THE THREE-STAGE APPEAL PROCEDURE

There are three stages in the SIC Appeal Procedure and each stage must be exhausted before proceeding to the next one. The SIC suggested that the candidate keep his/her own copies of all the documents used in the appeals procedure.

Most appeals can be resolved in stages 1 of the procedure. However, if the appellants are still not happy, there are two further steps for them to proceed with.

STAGE ONE

If the learners receive a decision they are unsatisfied with, they have the right to appeal directly to the student welfare officer or the assessor who carried out the assessment. The appeal must be in writing and clearly indicate:

- The points of disagreement
- The evidence of the portfolio that the learners believe meets the requirements for claiming competence.

PLAN OF ACTION

- The assessor will recheck the points of disagreement.
- He/she will fix a time to discuss the reasons behind this action for the sake of transparency.
- He/she will discuss the points of disagreement with the candidate. Decision will not be imposed on the candidate
- He/she will try to ensure that the candidate is fully convinced.
- He/she must give a written document of the reassessment outcome to the candidate.
- Stage 1 should be completed within ten working days of the appeal being submitted by the candidate.

STAGE TWO

If any learner is not satisfied with the outcome of their stage 1 appeal, he/she can next appeal to the centre internal verifier. This appeal must be in writing, but need not repeat the details proved at stage 1, as all the documentation used at stage 1 will be passed to the Internal Verifier.

The Academic Board will convene a meeting with the panel consisting of two senior staff involved in the college assessment, the student concerned and the Head of Academic board/Director of studies

- Students could bring witness to the meeting or provide written statements.
- At that meeting students have the opportunity to explain how they prepared their work and the outcome of the assessor's meeting request.
- After the evidence has been heard, the panel will consider its decision in private. That decision will be recommended to the assessment board.

The students will be notified about the decision in ten working days from the date of the Academic Board meeting.

This could be done on the following grounds

- There is a new relevant evidence which you demonstrably and for the most exceptional reasons were unable to furnish during the investigation (Also include evidence in mitigation)
- The procedures were not complied with, in such a way that it might cause reasonable doubt as to whether the result would have been different.
- There is documented evidence of prejudice or bias on the part of the assessor.

In this case the grade “U” (Under Investigation) will be given temporarily for the first attempt an assessment, and while the investigation still take place.

Then the academic Board will appoint the third verifier from the same sector discipline from the college to re assess the student’s work and the first assessor’s decision again regarding the decision

The Academic board are entitled to and advised to re-sit the assessment at the first available opportunity if they accept the assessor’s decision. However this is up to the student’s decision. In this case the student should consider the following.

- A grade will not have been given to the student work, and so it is unknown whether you would have passed or failed.
- For examinations: if student decide to wait until the investigation is complete, then find you have failed, student will have to wait until the normal schedule examination period re-sit and this may delay your progression and extension of student’s stay.

STAGE 3

If student didn’t satisfied with the College Academic board decision s/he could make an appeal to the awarding body to have a look on. In this case the awarding body will make arrangements to view the learner’s work and outcomes for it. Then they will contact the centre.

ACCESS TO FAIR ASSESSMENT

The College has a fair assessment policy for the students to assess their Assignments. The assessment schedule sheet will distinctly mention the date of assessments and the method of assessment.

The College has two different types of submission types for assignments and case studies.

1. HSS- Hard and Soft Copy Submission-
2. EMS- E- Mail Submission

The college has a dedicated e mail ID for submission of assignments and reports which is assessment@sicedu.org.uk

Presentation Slides and reports will be submitted via EMS.

Assignment will be initially marked by the module lecturer (first marker/assessors) and if necessary then the second marker (internal verifier) will do the second marking.

Marking schemes will be provided by the academic department of the college to the first markers with the consultation of assessment board meeting.

The assessment board will go through the assessment feedback of students and then will give the approval to release the results.

The assessment board will convene every three months in an academic year.

FEE FOR APPEAL

A fee is payable for an appeal. The current fee is listed in the Fee Sheet available from SIC. The fee will be refunded if the appeal is upheld.