

Phoenix College

Assessment Appeals Policy

1. Purpose

This policy outlines the procedures and principles governing assessment appeals at Phoenix College. It ensures that all learners have access to a fair, transparent, and consistent process to appeal against assessment decisions, in line with the UK Quality Code and awarding body requirements.

2. Scope

This policy applies to all learners enrolled at Phoenix College and covers all forms of assessment, including coursework, examinations, practical assessments, and internally assessed components of externally awarded qualifications.

3. Principles

- Learners have the right to appeal against assessment decisions they believe to be unfair or incorrect.
- Appeals will be handled promptly, fairly, and without bias.
- The process will be transparent and accessible to all learners.
- Learners will not be disadvantaged for making an appeal.

4. Grounds for Appeal

Appeals will be considered on the following grounds:

- Administrative error or procedural irregularity in the assessment process
- Assessment not conducted in accordance with the awarding body's regulations
- Perceived bias or conflict of interest
- Extenuating circumstances that were not considered during the assessment process

5. Stages of the Appeals Process

Stage 1: Informal Resolution

- Learners should initially discuss the assessment decision with the relevant assessor within 5 working days of receiving the result.
- The assessor will review the decision and provide a response within 5 working days.
- If the learner is satisfied with the outcome, the appeal process ends.

Stage 2: Formal Appeal

- If unresolved, the learner must submit a written appeal to the Quality Assurance Manager within 10 working days of receiving the Stage 1 outcome.
- The appeal must include:
 - Learner's name and course details
 - Details of the assessment in question
 - Grounds for appeal
 - Supporting evidence (e.g., medical certificates, emails, feedback)
- The Quality Assurance Manager will acknowledge receipt within 3 working days and appoint an independent reviewer.
- A decision will be communicated in writing within 10 working days.

Stage 3: Appeals Panel Review

- If the learner remains dissatisfied, they may request a review by the Appeals Panel within 5 working days of receiving the Stage 2 outcome.
- The Appeals Panel will consist of:
 - A senior member of staff not previously involved
 - A subject specialist (if applicable)
 - A learner representative (where appropriate)
- The panel will meet within 10 working days and provide a final decision within 5 working days of the meeting.

Stage 4: External Appeal

- If the learner is still dissatisfied, they may appeal directly to the relevant awarding body, following its published procedures.
- The College will support learners in accessing and understanding external appeals processes.

6. Record Keeping

- All documentation related to appeals will be securely stored for a minimum of 3 years.
- Records will be made available to awarding bodies upon request.

7. Monitoring and Review

- The Quality Assurance Manager will monitor appeals to identify trends and areas for improvement.
- This policy will be reviewed annually or in response to changes in regulatory requirements.

8. Communication

- Learners will be informed of this policy during induction.

- The policy will be available on the College website and in the Student Handbook.

9. Related Policies

- Assessment Policy
- Complaints Policy
- Equality and Diversity Policy
- Malpractice & Maladministration Policy
- Data Protection Policy

10. Contact Information

For further information or to submit an appeal, please contact:

Quality Assurance Manager

Phoenix College

Email: info@pskills.co.uk

Phone: +44 (0)20 8960 3719

Review Date: September 2025

Next Review Date: September 2027