

**NORTH EAST  
SCOTLAND  
COLLEGE**



## **Procedure 1113**

# **COVID 19 Revised Candidate Appeals Procedure**

## **Procedure 1113 – COVID 19 Revised Candidate Appeals Procedure**

### **Introduction/Purpose**

The purpose of this procedure is to allow candidates a fair, reliable and unbiased route to appeals on academic grounds in respect of assessment decisions which have been made as a result of COVID-19 pandemic.

### **Scope**

This procedure applies to all appeals for internally assessed courses as a result of COVID-19. Appeals process must commence within 10 working days of candidate being informed of academic results by college.

Appeals may be made against:

- Non award/Fail of an individual unit, or units
- Non award/Fail of a course/qualification
- Grade awarded to a graded unit
- Decision to withdraw the candidate from an outcome/unit/course
- Deferred results e.g. if candidate felt they had submitted enough work to pass.

Allowable circumstances of appeal:

- Personal circumstances not known to those making the assessment decision
- Access to internet, college systems or assessment not possible or restricted
- Care responsibilities impeded ability to participate
- Home schooling responsibilities
- Financial constraints
- Mental & Physical health issues
- Work commitments – front line services
- Volunteering on the front line
- Home life constraints
- Apparent irregularities or inconsistencies in assessment which may have affected the Candidate's result.

All appeals against external assessment decisions should be dealt with through the relevant Awarding Body procedures.

Appeals relating to Nat 5, Higher and Advanced Higher should be referred directly to your curriculum staff. The college is not involved in the appeals process but will forward all evidence requested to SQA to support the appeal.

## Procedure

### 1. Informal Stage

Prior to submitting an academic appeal the candidate should first discuss their concerns informally with the lecturer or Curriculum Manager (or equivalent) and request the outcome be reconsidered. Where possible this discussion should take place within 5 working days of the candidate first raising the issue with the college representative.

If agreement is not reached through informal discussion, the candidate will be informed of the outcome at that time, and informed of the next stages of the appeals process.

### 2. Formal Stage

In the event the candidate remains dissatisfied with the assessment decision, and can provide evidence for justification of grounds for appeal, they may appeal under the terms of the College Policy on Assessment and Verification.

The request should be made within 10 working days of Informal discussion outcome.

The candidate should lodge the appeal by e-mail, completing the Academic Appeals Request Form. Appeals will not be accepted unless the form is completed in full and all supporting evidence is submitted online.

Appeals should be submitted to [Covid-19Appeals@nescol.ac.uk](mailto:Covid-19Appeals@nescol.ac.uk)

#### **(a) Investigate appeal – stage 1**

The Head of Faculty/Department Manager will investigate all relevant facts, evidence and circumstances of the appeal, and determine an outcome. The outcome will be confirmed with the candidate by email and a copy of the Academic Appeals Form will be sent to the Quality team. This will be within 10 working days of receipt of Academic Appeals Request Form.

#### **(b) Investigate appeal – stage 2**

If the candidate remains dissatisfied with the stage 1 outcome the Head of Faculty/Department Manager will escalate to the Appeals Board. The appeal will be placed in the appeals board rota and will be considered within 15 working days.

### 3. Consider appeal request

The Appeals Board will operate on a weekly cycle and all appeals will be placed in that cycle with a view to being heard at the next review board with a maximum delay of 15 working days.

#### **Conduct Appeal Board hearing**

An Appeal Board hearing will be conducted which the candidate (and an accompanying representative/friend) may attend.

The Board will comprise of 4 or more of the following:

- Vice Principal
- Director of Learning
- Member of Quality team
- Curriculum Manager or Head of Faculty not involved with the unit (but with some subject knowledge wherever possible)
- Curriculum Manager/Head of Faculty/Head of Department for the Subject area

All facts and supporting evidence will be collated prior to the Appeal Board hearing and further information may be sought from the candidate and/or appropriate teaching staff. The Appeal Board will make a decision on the appeal.

**4. Distribute Appeal Board decision**

The Candidate and Head of Faculty/Department Manager, and other relevant staff, will be informed in writing of the decision of the Appeal Board within 5 working days of the hearing being held.

**5. Request Awarding Body appeal (students on regulated qualifications)**

If the candidate remains dissatisfied with the outcome of the College internal appeals procedure (and only after this process is exhausted), candidates may appeal to the awarding body.

Where the awarding body is SQA, this should be done in writing to the Director of Operations within 15 working days of receiving the written notification of the outcome of the internal appeal. The appeal should be accompanied by a written account of the rationale for appeal and include evidence to support the case. Candidates may also appeal to the Qualification Regulator, SQA Accreditation, if they feel that the centre and/or SQA has not dealt with the appeal appropriately.

Where the awarding body is City & Guilds, the candidate should send copies of all correspondence between themselves and the College relating to the complaint to the City & Guilds Feedback and Complaints Team within 15 working days. Candidates must provide their enrolment number (if known), their date of birth and details of the College (including the centre number if known).

Appeals to other awarding bodies should be made in accordance with the Awarding Body's own designated standards.

**Right of Further Escalation (students on regulated qualifications)**

For regulated qualifications such as SVQs and Security Qualifications, if, after following both the College's and the Awarding body's processes candidates are not satisfied by the outcome, they can contact the SQA Accreditation as the Regulator of Scottish Vocational Qualifications. The Regulator cannot overturn assessment decisions or academic judgements but may investigate the College's and/or Awarding Body's Appeals process. This should be done in writing and should be sent to SQA Accreditation, The Optima Building, 58 Robertson Street, Glasgow G2 8DQ

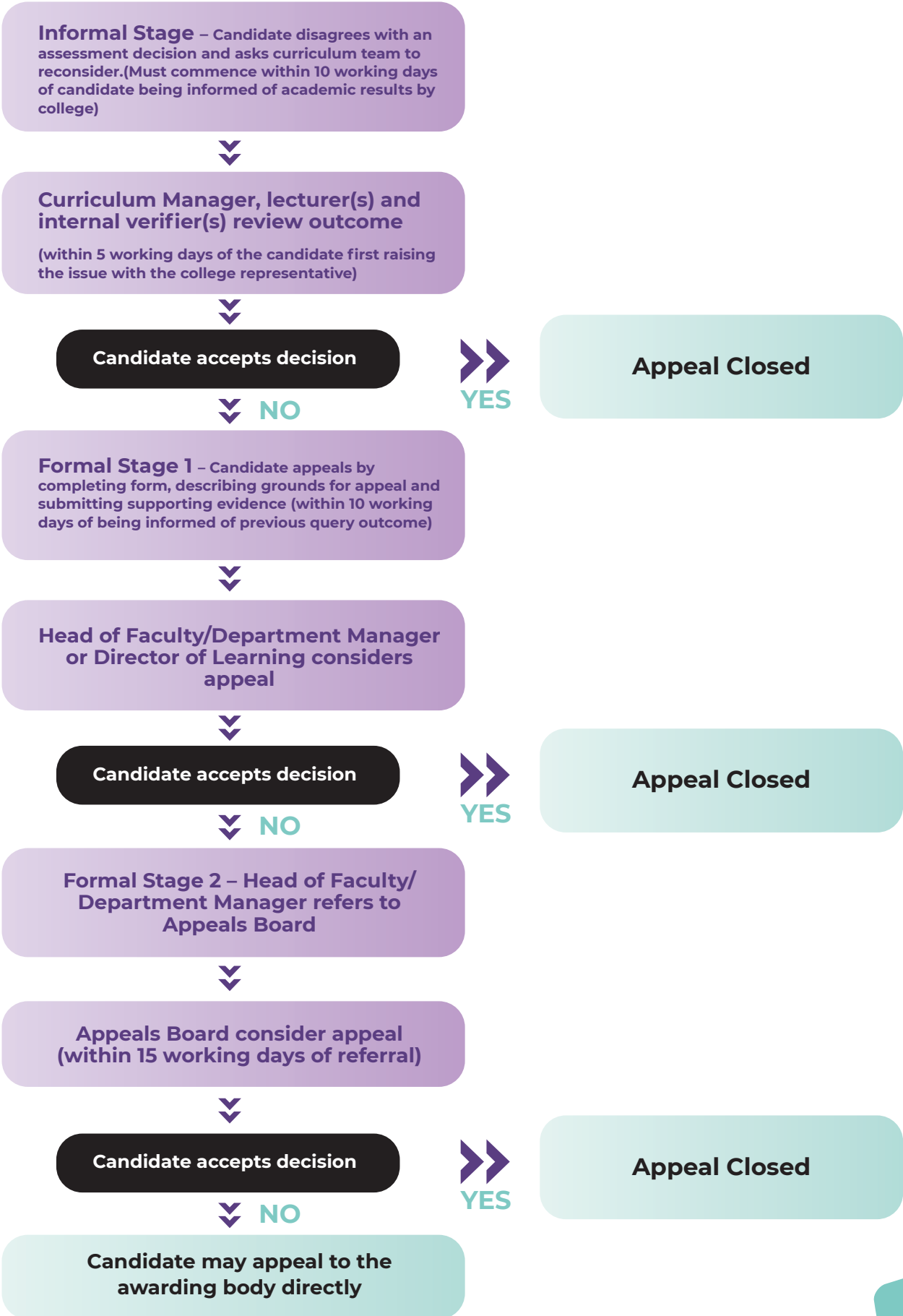
**6. Retention of Records**

Centres must retain records, including all materials and evidence, until the appeal has been resolved. Thereafter, assessment and internal verification records for appeals cases should be retained for six years, unless there is a legitimate reason to retain the records for a further period. Evidence including records of Appeals Boards will be retained for 5 years and 6 years for appeals against internal assessment results in regulated qualifications escalated to the Regulator.

**7. References**

SQA guidance on holistic assessment approaches  
NESCol Assessment and Resulting Process  
Assessment and Verification Policy  
Academic Appeal Request Form

**Appeals Process Decision Tree & Timeline**



Status: Approved for use  
 Version Date: June 2020  
 Responsibility for procedure: Director of Quality  
 Responsibility for implementation: Heads of Faculty, Department Heads, Directors, teaching and support staff  
 Responsibility for review: Director of Quality  
 Date of EIA: June 2020  
 Review Date: June 2021

Status:	Approved for Use	<b>Summary of changes</b> Reviewed by DPO 04.06.20, content of procedure and appeals form meet the requirements of GDPR legislation
Approved by:		
Date of version:	December 2019	
Responsibility for Policy:	Director of Quality	
Responsibility for Review:	Director of Quality	
Review date:	December 2020	
DPIA date:	N/A	
EIA date:	December 2019	

**DATA PROTECTION IMPACT ASSESSMENT (DPIA)**

<p><b>1. Does the activity that this policy or procedure relates to use personal data in any way?</b>          (Use may refer to collecting and gathering; storing electronically; storing by paper; sharing with other parties (internal or external to college); use of images as well as written information; retaining and archiving; or erasing, deleting and destroying)</p>	Yes
<p><b>2. Does the activity that this policy or procedure relates to use special category personal data in any way?</b>          (Special category data is data about: race; ethnic origin; politics; religion; trade union membership; genetics; biometrics (where used for ID purposes); health; sex life; or sexual orientation)</p>	Yes
<p><b>3. Does the activity that this policy or procedure relates to involve the use of social media or a third-party system?</b></p>	No

If the answer is 'yes' to one or more of the above questions, the Data Protection Officer must be consulted.

Date of DPO consultation:	04/06/2020
Description of outcome and actions required (if any):	None
DPIA screening/full DPIA required:	No

**Equality Impact Assessment (EIA) Form**

**Part 1. Background Information.** (Please enter relevant information as specified.)

<b>Title of Policy or Procedure. Details of Relevant Practice:</b>	<b>COVID – 19 Revised Candidate Appeals Procedure</b>
<b>Person(s) Responsible.</b>	Director of Quality
<b>Date of Assessment:</b>	15 June 2020
<b>What are the aims of the policy, procedure or practice being considered?</b>	<i>Leave blank if these are already explicit on the existing paperwork.</i>
<b>Who will this policy, procedure or practice impact upon?</b>	All candidates sitting summative assessments.

**Part 2. Public Sector Equality Duty comparison** (Consider the proposed action against each element of the PSED and describe potential impact, which may be positive, neutral or negative. Provide details of evidence.)

<b>Need</b>	<b>Impact</b>	<b>Evidence</b>
<b>Eliminating unlawful discrimination, harassment and victimisation</b>	This procedure ensures all students are treated equally regardless of any protected characteristics that may apply. <b>(positive impact)</b>	Awarding body regulations were consulted. Records and outcomes of appeals
<b>Advancing Equality of Opportunity</b>	The procedure ensures that the Appeals process is applied equitably across all modes of delivery and applicable to all students. <b>(positive impact)</b>	Records and outcomes of appeals
<b>Promoting Good relations</b>	Providing a consistent and equitable process on the appeals process promotes good relations within all student groups. <b>(positive impact)</b>	Records and outcomes of appeals

**Part 3. Action & Outcome** (Following initial assessment, describe any action that will be taken to address impact detected)

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| <ul style="list-style-type: none"> <li>• The Procedure will be updated as per the review date</li> <li>• The EIA may be reviewed and updated following any internal or external changes</li> </ul> |
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<b>Sign-off, authorisation and publishing *</b>	
Name:	Gillian Griffin
Position:	Director of Quality
Date of original EIA:	15.06.20
Date EIA last reviewed:	N/A

*\*Please note that an electronic sign-off is sufficient*