



Version Control Statement

Version	Date	Changes	Reason	Author	Next review
1	Aug 2024	New Policy		Academic Board	Aug 2025
2					
3					
4					
5					
6					
7					

External Reference Points

The Complaints Policy provides practical guidelines on how Winston College of London will ensure that all student complaints are dealt with fairly and according to the current policies relating to providers registered with the Office for Students

It is developed based on the QAA's UK Quality Code for Higher Education Advice and Guidance: Concerns, Complaints and Appeals

As far as possible, this policy references and reflects the good practice guidelines from the Office of Independent Adjudicators (OIA).

Related Policies and Documents

Affects all other policy documents. This document should however be read together with the following documents:

- Admissions Policy
- Complaints Policy
- Academic Regulations
- Appeals Form
- Appeals Flow Chart



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Academic Appeals Policy

The Intent

Winston College of London (WCOL) believes that students should have the right to appeal against assessment decisions and that there are clear procedures in place for students to question such decisions.

Winston College of London intends to make such appeals a formal process which will be recorded and taken through its various appeals procedure stages. Where the process has been exhausted and the appeal remains unresolved, the Assistant Principal Quality Compliance for Awarding Bodies will facilitate the students' right to appeal to the awarding organisation.

Winston College of London aims to deal with procedures within the time spans mentioned, but where this is not possible because of unforeseen delays, procedures may take longer but the student will be informed.

The Scope

This policy applies to all students enrolled on courses at Winston College of London (WCOL). Student studying on a Partner programme will be required to follow the appeal policy of the partner.

Policy provisions:

Definitions/Terminology

- Appeal: A request from a learner to revisit an assessment decision which s/he considers disadvantaging him/her.
- Appeals Procedure: A standard, time limited, sequenced, and documented process for Winston College of London, and the student, to follow when an appeal is made.

Responsibilities

- The student is responsible for initiating the appeals procedure, by lodging an appeals application form to the Programme/Subject Lead, within 10 days of the



formal release of results.

- The Programme Lead is responsible for ensuring that Assessors provide clear achievement feedback to students. If assessment decisions are questioned, the Programme Leader takes up the appeal with the Internal Verifier (IV) and is responsible for processing and escalating the student's appeal to the Head of Education within the agreed time as stated below.
- The Academic Lead is responsible for submitting the appeal to the Academic Board for a final decision should the appeal remain unresolved. If the student remains dissatisfied with the outcome of WCOL's internal appeals procedures, he/she will be assisted by the Assistant Principal Quality Compliance for Awarding Bodies to appeal directly to the awarding organization.

Procedures

Students should be informed of the appeals procedure during induction and it is also mentioned in the student handbook.

Reasons for Appeal

WCOL will only consider appeals where the appeal is based upon one of the following grounds:

Mismanagement of Assessment

The assessment was not conducted in accordance with the current regulations for the course, or a material administrative error, or some other material irregularity relevant to the assessment has occurred

The judgment of an examiner or examiners was improperly affected by personal bias
Misleading information was provided about the assessments and/or examinations
for a student with a disability or additional needs, the assessment was not correctly carried out, or the support identified was not provided, or the agreed assessment procedures for that student were not properly implemented.

Disagreement with the academic judgment of an Assessment Board in assessing the merits of an individual piece of work, or in reaching any assessment decision based on the marks, grades and other information relating to the candidate's performance, cannot in itself constitute grounds for a request for reconsideration by a student. Such



matters of academic judgment remain the exclusive prerogative of the Assessment Board. Matters of academic judgment include:

- whether a student has reached the academic standard required for the unit
- whether a student would benefit academically from further study, for example, by repeating a unit on the course

Subject to the previous paragraphs, the appeal may be made against a decision or recommendation of an Assessment Board that:

- the student has failed the unit or part of the unit
- the student should not be permitted to proceed to the next stage of the course
- the student should be excluded from continuation of studies on the course
- a class or grade of award should be made.

Pending the outcome of an academic appeal the student will be treated as if the assessment had not yet taken place. This means that progression or the making of an award will not take place, where such progression or the making of an award would depend on the assessment concerned.

Student appeals procedures:

This is a staged procedure to determine whether the assessor:

- used procedures that are consistent with Awarding organisation's requirements
- applied the procedures properly and fairly when arriving at judgments
- made a correct judgment about the student's work

Stage1 - Conciliation

The Student consults with the Programme Lead within ten days of the results and feedback being given to the student, to discuss the assessment decision.

If unresolved, the appeal is then formally documented before moving to stage 2. Documentation consists of an Appeals Form which is attached below.

Stage 2 - Review

Where the Stage 1 Conciliation is unsuccessful, the student must submit his or her academic appeal using the Academic Appeal Form. This must normally be completed



within five working days of the conciliatory meeting but no longer than fifteen days after publication of the results from the relevant Assessment Board.

The completed form should be submitted to the Head of Education.

In submitting a Stage 2 appeal, the Academic Appeal Form must be properly completed and contain the following information:

- a clear statement of the actual decision of an Assessment Board being appealed against.
- a brief and clear summary of the grounds for the appeal referring to Section (iv) above, and stating, as appropriate, the following:
 - how it is alleged that the assessment failed to accord with the regulations pertaining to the programme. It would be helpful to precisely identify the regulation(s) which has/have been breached. If an administrative error is thought to have occurred, then state the nature of the error or other material
 - irregularity relevant to the assessment(s) which has/have occurred
 - how it is alleged that, for a student with a disability or additional needs, the needs assessment was flawed, the provisions recommended were not implemented, or the agreed assessment procedures failed to be implemented
- evidence, other than personal testimony from the student, in corroboration of the factual base of the appeal, or an indication of how such corroboration will be provided
- a statement about the nature of the revised assessment sought from the Assessment Board if the appeal was to be upheld
- a demonstration that conciliation has been attempted with the Programme Lead, as appropriate.
- An appeal may be dismissed in the following circumstances:



- when the appeal is submitted late, without explanation that is satisfactory to the Head of Education.
- when the Head of Education can demonstrate that the appeal does not fall into any one of the four categories detailed in section above.

Review of the assessment decisions is made by Head of Education in conjunction with the Internal Verifier (IV).

The proceedings should be recorded and finalised within five working days, where possible. An independent blind third marker can be used during this stage.

The student is notified of the findings and agrees or disagrees, in writing, with the outcome. If unresolved, move to stage3.

Stage 3 - Appeal Hearing

An Appeal Panel appointed by the Academic Board will be convened and will hear the Appeal

- The student making the appeal shall have the right to appear before the Panel and to be accompanied and assisted by a friend.
- The Chair of the relevant Assessment Board (or his or her nominee) shall have the right to be present at the Academic Appeal hearing.
- The appeal shall only be heard on the grounds stated and accepted by the Head of Education in the Academic Appeals Form.
- Each party, the student making the appeal and the Assessment Board, shall have the right to receive a copy of any written submission that is made on the part of the other.
- The student making the appeal shall be invited to provide details of any reasonable adjustment that may need to be made for the hearing to accommodate the appeal if the student has a declared disability.
- If the student making the appeal does not appear at the location, time, and date set for the Appeal Hearing the Panel shall consider whether any reasons sent by the student in advance of the Hearing are valid, and:



- if members of the Panel so judge, adjourn proceedings to a later date and time.
- if no reasons are advanced, or if they are judged to be invalid, proceed in the student's (appellant's) absence.

Outcome of an Appeals Hearing

The Panel will recommend to the Academic Board to either:

- refer the matter back to the relevant Assessment Board with recommendations
- recommend dismissal of the appeal.

In making a referral back to the relevant Assessment Board, the Panel shall state the grounds on which it has reached its decision and what matters it requires the Assessment Board to consider further. The Panel may make recommendations provided these are not academic judgments and if reasons for the recommendations are given.

The full membership of the Assessment Board shall then meet as promptly as possible to consider the referral back in light of the Panel's findings.

A decision to annul an assessment or dismiss an appeal can only be taken by a meeting of the Academic Board which will convene an auxiliary board if required.

The proceedings should be recorded and finalised within five working days, where possible. This is the last stage of the Appeals process. If unresolved, move to stage 4

Stage 4 - External Appeal

The grounds for appeal and any supporting documentation must be submitted to Awarding organisation (by the student with the support of the WCOL Assistant Principal Quality and Compliance for Awarding Bodies within 14 days of the Stage 3 outcome released to the student. If a fee is levied by the Awarding organisation, this cost will be borne by the student



Recording appeals:

Each stage should be recorded, dated, and show either agreement or disagreement with decisions. Appeals Documentation must be kept for a minimum of 18 months, in terms of Awarding organisation terms and conditions.

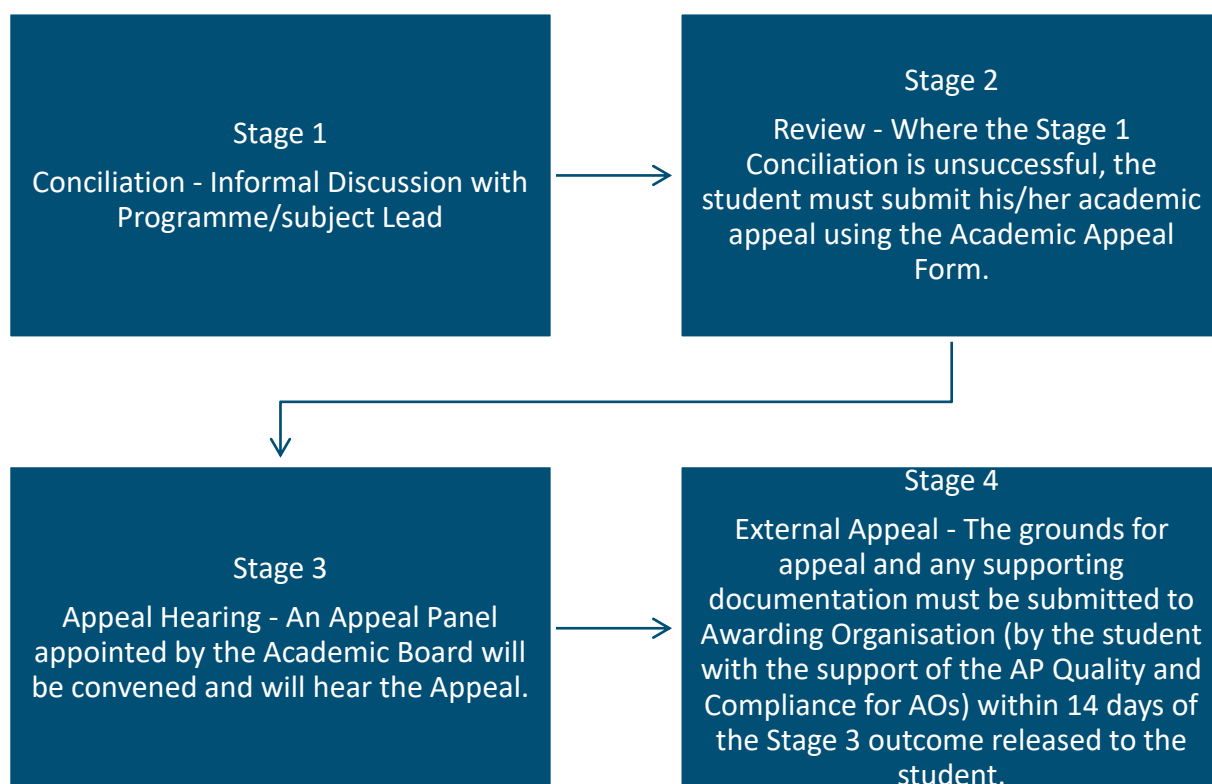
The Student should be informed in writing of the outcomes of each stage of the proceedings.

Monitoring of appeals:

Monitoring of Appeals are undertaken by the Academic Board. All appeals are considered by the Quality Assurance and Compliance processes to inform development and quality improvement.



Annex 1 – Appeals Flow Chart





Annex 2 – Appeals Form

Winston College of London (WCOL)

Student Appeals Form

Appeals must be lodged within ten working days of the results of an assessment decision being made available.

Date Reference

Personal details

Name

Student number.....

Programme

Year and Cohort.....

Name of Programme Leader

Telephone/ Mobile Phone.....

Address for all correspondence concerning appeal

.....
.....

Title of the Programme of study and year

.....
1 Have you raised the issue with your Programme/Subject Lead? Yes/No

2 Student Representative Yes/No

3 Reasons for the appeal: Please state the grounds (Continue overleaf)

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4 Details of Appeal

Please explain the basis for your appeal, clearly addressing the reason (as above).

Please enclose all supporting evidence.

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Declaration

I declare that I have read and understood the WCOL Appeals Policy. The information I have given is true and accurate to the best of my knowledge.

Signature.....Date.....

This document is based on the Awarding Organisation Appeals Policy.



Appendix 3 – Appeals Log

Student Appeals Log

Stage 1 appeals log

Appellant's name	Date Stage 1 application submitted	Original assessor	Second / Third assessor	Outcome of appeal	Date of decision

Stage 2 appeals log

Appellant's name	Date Stage 2 application submitted	Outcome of appeal	Date of decision

Stage 3 appeals log

Appellant's name	Date Stage 3 application submitted	Outcome of appeal	Date of decision



Stage 4 appeals log

Appellant's name	Date Stage 4 application submitted	Outcome of appeal	Date of decision