

Policy Reference	PP Assessment Appeals	Year	2010
Type of policy	Assessment policy		
Last update	November 2009		
This policy replaces	PP Student Appeals 09		
Name change from	Policy and procedure for student appeals 09		
Name change to	Policy and procedure for assessment appeals		
Linked Strategy/Plan	Assessment and Moderation Strategy		
Documentation linked to this policy	Appeals form		
Database	DB Results		
Responsibility for policy implementation	At regional level: Regional Manager At National Level: National Administrator		

PURPOSE

This policy is intended to provide guidelines to the student and **eta** on the right of the student to appeal assessment results. The document also describes the appeals process and the administration and record keeping required. This is a transparent policy and should be made available to students as well as staff.

POLICY

This policy defines the controls regarding the following:

- 1. The right to appeal summative assessment results**
- 2. When to appeal**
- 3. Appeals relating to formative assessment**

1. The right to appeal summative assessment results

1.1 **eta** will grant students the right to appeal their summative assessment results; following moderation and receipt of the Final Assessment Report.

2. When to appeal

- 2.1 Appeals must be lodged in writing within 2-weeks of receipt of Assessment Reports.
- 2.2 Appeals must be lodged in writing by the student (not a third party) and must be within 2-weeks of receiving final results.
- 2.3 Appeals can only be lodged following complete assessment and follow up submission further work or additional evidence.

3. Appeals relating to formative assessment

Queries or concerns regarding formative assessment should be discussed with the relevant faculty member or academic manager and reported to the regional manager in the weekly academic report. The regional manager will then report to National in the weekly manager's report.

PROCEDURE

The following procedures are addressed:

1. **Managing Assessment queries**
2. **Management of appeals and recording queries**

1. Managing Assessment queries

1.1 Appeals should be discussed with the faculty member and the Academic Manager, following moderation and the issuing of results to students.

1.2 All appeals are dealt with in a meeting with the student, the faculty member and the Academic Manager or Campus Manager (manager).

1.3 The manager mediates the meeting and records the meeting discussion and the outcomes. See Management of appeals and recording information.

1.4 **Question Papers:** Students may request to:-

1.4.1 Meet with their lecturer to go over a question paper to address their concerns

- Check their answers given against a model answer
- Ask for a re-mark if the query indicates a mistake in marking or summing by the lecturer
- Should the paper require a re-mark, this must be done within 48 hours of the appeal meeting and the results amended on the paper, in the Summative Assessment Report and DB Results.

1.5 **Practical Demonstrations, case studies, assignment, Projects or Portfolios -** Students may ask for the following:-

- To see any comments or feedback written by the assessor
- To query points/marks given and why
- To query feedback
- To appeal the results if they can provide clear evidence that the assessor was unfair

2 Management of appeals and recording queries

2.1 Appeals must be handled between the student and the faculty member together with the Academic head or, in their absence, the Regional Manager.

2.2 An **Appeals Form** is utilised and signed by the student and the faculty member involved. A copy is retained in the student's records and one copy is provided to the student.

2.3 If an appeal also involves a grievance regarding an **eta** staff member, a report on this grievance is also kept on the staff member's file.

2.4 A copy of the appeals letter and the *signed and dated* appeals form is kept on the student file and one copy is retained in the regional moderation file in a specific appeals section.

2.5 All appeals are reviewed by the national moderator to ensure proper handling by the region. If a trend is noted then this must be investigated by the **eta** National Moderator.

- 2.6 Reports on any appeals or assessment queries are sent to **eta** National office and filed in the National Moderation file for the region, in a separate appeals section.
- 2.7 All appeals are acknowledged within 48 hours of receipt. Resolution of the appeal should take no more than 2-weeks when a written response is sent to the student.
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