



Appeal Policies and Procedures

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Appeal Policy and Procedures

Introduction

Learners may appeal against decisions of the Care International Academy (CIA), including those about assignments, projects, reports, examinations, or any other marks or outcomes. The appeals procedure depends on whether the appeal relates to summative assessments (exams) or to formative assessments or other matters.

For appeals on matters not covered in this chapter, for example disciplinary actions, learners are asked to consult learner support.

The Purpose of the Appeal

Appeal may be made against:

- A disciplinary sanction;
- Suspension/ exclusion;
- The process of an investigation into an allegation such as harassment and bullying.
- Assessment Outcomes
- Result following an examination

Grounds of Appeal

- The individual was not given an opportunity to put their side of the story;
- Internal procedures were not followed.
- Mitigating factors were not taken into account
- New evidence has come to light which could have affected the original decision if it had been presented at that time.
- The penalty is outside the band of reasonable responses
- No reason was given for the decision
- The individual who made the original decision was biased (evidence would have to be brought up to prove this)

How to Appeal

Appeal should be made in writing to the appropriate person within ten working days of the decision.

Who Hears an Appeal?

Appeals will be heard by a panel that was not involved in the original process/ decision, as set out in the appropriate Academy policies/ procedures.

Appeals Relating to Formative Assessments

All appeals on formative assessments are handled by the Programme Head. Learners who are unhappy about their marks or other decisions by the Academy can contact the Programme Head directly and discuss the matter. Learners are entitled to ask for a re-mark and can also request a report from the tutor who marked the assignment.

Appeals Relating to Summative Assessments

First appeal

A learner who wishes a summative assessment decision to be changed may appeal on the following grounds:

- Illness or other factors unknown to the Examination Board when it reached its decision, which adversely affected performance in the coursework or assessment, or prevented submission of the coursework or attendance at the assessment.
- There was a material administrative error.
- The assessments were not conducted in accordance with the regulations for the programme. Some other material irregularity occurred in the conduct of the assessment.

The learner may, within one month of the publication of a result, request an examiner's report and/or a review of the decision in the form of a re-mark.

Procedure

- The learner should request an Application Form for a Re-mark from the Summative Assessment Department and submit the completed form to the same department and allow a 10 working days' time scale to receive response.
- The learner will receive confirmation of the application within 03 working days of submitting request, followed by the report or the result of the re-mark as stated above.

Further appeals

In the event of a learner not being satisfied with a re-marking decision for a final examination, a further and final appeal may be directed to the Examination Appeals Committee.

The Examination Appeals Committee consists of:

- College Principal, Programme Head and Lecturers

Procedure for lodging a further appeal

- The learner fills in a Final Appeal Form, which is also obtainable from the CIA front desk, and submits it to programme head and/Welfare officer.
- The learner receives acknowledgement of receipt of the application within 03 working days of submission of appeal.
- Programme head presents the completed appeal document to the next meeting of the Examination Appeals Committee.
- The learner is notified as to when the appeals meeting is to be held within 10 days of submission of appeal.
- The Examination Appeals Committee makes a decision on the appeal and informs the learner in writing of this decision.
- The CIA admin department keeps records of appeals heard by the Examination Appeals Committee and of the results of such appeals.
- The CIA Board is notified of all decisions made by the Examination Appeals Committee at the following board meeting.

Escalation to Awarding Body

If a learner is still dissatisfied with delivery of course or assessment of awarding body's programmes at the college, within 10 working days of receipt of the final outcome of appeal, He or She will be given the opportunity to escalate it to the Awarding Body (HABC). Student will be helped by the student welfare officer to escalate the matter and will liaise with the awarding body in this regards.

If the learner is not still satisfied with the decision made by the academic committee they would be advised to contact awarding organisations (HABC) using their complaints procedure and if the learner still remains unhappy with the final decision that is made by HABC, the learner can then raise their complaint to the Qualification Regulator whose decision will be final.

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