

IBCM Policy and procedures in respect of Assessment/markings appeals

1.0 Purpose

The process of assessment, marking and grading for all qualifications at IBCM will be carried out in line with both Awarding Body regulations and internal standards (see IBCM Assessment and Internal Quality Assurance Strategy). Internal Quality Assurance processes within the College ensure that the assessment/markings of each assessor is sampled on a regular basis to ensure that this is conducted to the appropriate quality standards and that there is a consistent approach throughout the academic team. However, it is recognised that there may be occasions when a student has cause to disagree with the mark/grade/assessment decision reached and wishes to lodge an appeal. The purpose of this document is to set out the mechanisms by which students can make that appeal or enquire about any assessment decision or a mark/grade awarded, in order that the interests of all our learners and the integrity of the qualifications are protected at all times.

2.0 Scope

- This policy applies to all accredited qualifications assessed internally at IBCM including assignment-based work and internally marked examinations. (See individual exam board policies in relation to work marked externally by the awarding body.)
- The policy does not cover complaints other than those about assessment decisions.

3.0 Responsibilities

The Board of Governors via the Academic Board has overall responsibility for the maintenance of standards in learning, teaching and assessment (see IBCM Assessment and IQA Strategy and IBCM Learning and Teaching Strategy). The Academic Board will monitor and process any appeals in relation to assessment decisions.

- **Student/Learner:** Responsible for initiating the appeals procedure, within a defined time frame, when he/she has reason to question an assessment decision or mark/grade awarded.
- **Assessor/Marker:** Responsible for providing achievement feedback to learners.
- **Internal Quality Assurer/Programme Leader** Will undertake regular sampling of marking/assessment decisions and conduct standardisation meetings to ensure quality and consistency in the assessment/markings process and amongst the team. The IQA or Programme Lead will process any appeals via the Academic Board, within the agreed time.

- **Academic Manager/Principal:** Responsible for hearing any formal appeals if these cannot be resolved by the Programme Leader/IQA.

4.0 Appeals Principles and Practice

4.1 Appeals Documentation

- The student will be informed, at induction, of the Appeals Policy and Procedure. A copy of the information will be stored within the student handbook.
- The centre will record and track all stages of any appeal and will keep records for inspection by the Awarding Body for a minimum of 2 years.
- Students will be provided with written records of the outcome of the appeal (see appeals process below)

4.2 Appeals Principles

- All students have the right to appeal an assessment decision. They must have adequate grounds to feel that they have been unfairly disadvantaged by the decision and be able to provide evidence to support their case (related to the standards for their qualification)
- Students must have satisfied all the requirements for their unit/qualification in order to make an appeal. For example, they must have completed the required Guided Learning hours and submitted their assignment/sat their examination at the timescales specified.
- The staged appeals procedure is detailed below. At each stage of the appeals process, the outcome is either that the assessment/marketing decision is upheld or agreement that the learner has been unfairly disadvantaged. This can result in the reversal or amendment of a decision/grade/module result as appropriate to the nature of the decision being appealed.
- All appeals will be monitored to inform quality improvement
- The centre will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results.

4.3 The Appeals Procedure

- The Appeals procedure is set out as below and is designed to determine whether the assessor/marker has used procedures consistent with the requirements of the relevant Awarding Body and has applied these procedures properly and fairly when arriving at judgements and/or awarding marks/grades.

- If a student wishes to make an appeal, they must complete an Appeals form and submit this to their tutor or Programme Leader within 7 calendar days of the assessment decision being made. The stages below will then take place:

Stage 1: Informal

The student will consult with the Assessor/marker within 7 days of the decision/mark. At this stage the assessor will explain the decision using the appropriate criteria. If the student does not accept the judgement/mark, the issues will be formally documented and move to stage 2.

Stage 2: Programme Leader/Internal Quality Assurer

At this stage the assessment decision or mark/grade awarded will be formally reviewed. The outcome of this review will be either to uphold the decision or to agree that the student was disadvantaged in the assessment/grading process. The student will be notified of the findings in writing and must respond in writing to indicate their agreement/disagreement with the decision. If the issue is still not resolved, move to stage 3.

Stage 3: Academic Manager/Academic Board

This appeal will be held by the Academic Board, led by the Academic Manager and is the last stage by the College. If the appeal upholds the assessment and IQA decision, the student will be notified of the findings and must agree, or disagree, in writing. Should the student still not agree, they can choose to make an external appeal to the Awarding Body. This stage will be discussed with the student and guidance/information provided relevant to each specific Awarding Body/qualification as to the process to follow.

8.0 Externally Assessed work

For any assignments or examinations which are externally marked by the Awarding Body, an appeal on the result can only be made to the relevant Awarding Body. This may take the form of a request for the work to be re-marked or for a grading review. The process will depend on the relevant organisation and the qualification and IBCM will advise students of the relevant procedures in each specific case.

9.0 Reference Points

The following policy and procedure documents support the information in this policy:

- IBCM Feedback and Complaints Policy and procedures
- IBCM Assessment and IQA Strategy
- IBCM Learning and Teaching Strategy
- IBCM Student Handbook

10.0 Version History

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