



Academic Appeals Policy

Atlas Star IT Centre

Policy Statement

1. It is the policy of Atlas Star IT Centre to develop and maintain assessment procedures that are fair, reliable and open to scrutiny. The Academic Institution charter fully outlines the Academic Institution's commitment to students.
2. Atlas Star IT Centre operates a rigorous system of internal verification across all its centres to guarantee fair assessment that complies with awarding organisation requirements. It is recognised, however, that there could be exceptional circumstances when individual students or groups may wish to appeal against recommendations or decisions relating to assessment. The following appeals procedure outlines the action that may be taken in such circumstances.
3. In all cases the centre's academic appeal process supports and supplements the appeal process for all awarding organisations and Higher Education Institutions. While students are encouraged to follow the Academic Institution's internal appeals policy, students have the right to appeal directly to the relevant awarding organisation or relevant Higher Education Institution at any time.
4. The Institute aims to deal with any appeals promptly and fairly. Tutors and/or Student Support Services staff may provide students with advice and guidance at any stage of the procedure. The Institution will follow procedures outlined below, however where a student is not satisfied with the decision they may appeal to the Validating awarding body.

Scope of Policy and Procedure

5. Any student who believes that a piece of work submitted for assessment has been assessed unfairly, inconsistently or not in accordance with the standards and level required by the awarding Organisation, shall have the right to appeal against the assessment mark, grade or final outcome.
6. In the first instance any concerns should be discussed with the student's personal tutor or a member of the teaching team. While it is recognised that in most circumstances student queries relating to assessment can and will be resolved informally, the formal appeals procedure is available to support students in their appeal.
7. If a student needs help in making an appeal, this can be obtained by contacting their personal tutor or a member of the admin department.
8. It is the responsibility of students to inform the centre if they are not satisfied with the grading of any piece of work. Our Appeals policy and procedure enables students to make a formal appeal against a recommendation or decision relating to:
 - i. The mark or grade for an individual item of coursework.
 - ii. The result of an individual course.
 - iii. Entitlement to an award.
 - iv. The class or grade of an award.

Note 1 Throughout this document a piece of work shall refer to a set task which may be a written report, essay or assignment, a diagrammatic or pictorial representation, the production of a tangible item or artefact, a portfolio of work or an oral presentation or performance.



Grounds for Appeal

9. A student/candidate may appeal against an assessment decision if he/she believes that the decision is unfair or unreasonable. Normally an appeal can be made on any one of the following grounds:
 - (i) Relevant assessment criteria have been met but not acknowledged.
 - (ii) The assessments were not conducted in accordance with the awarding Organisation's regulations.
 - (iii) Assessment procedures, including examinations, were not conducted fairly.
 - (iv) The internal verifier was presented with incorrect or inaccurate assessment information.
 - (v) There were medical or other extenuating circumstances of which the relevant course manager was unaware when assessment decisions were being made.
 - (vi) There was unfairness or impropriety on the part of one or more of the assessors/examiners.
 - (vii) The student was unjustifiably excluded from an examination or an assessment opportunity.
10. For appeals related to externally assessed work or examinations, the student must appeal directly to the relevant Awarding Organisation.
11. It is the responsibility of the student to notify the course leader in writing of any extenuating circumstances which may be adversely affecting the student's performance. Normally, this should be done before the assessment process takes place.

Appeals Procedure

12. The procedure for appeals is detailed on page 3 of this document.

Awarding Organisation Rules and Regulations

13. Where the Awarding Organisation allows, if a learner is unable to resolve an appeal with the centre, then they have a right to escalate the appeal to the associated Awarding Organisation. Any appeal must be submitted within 20 days of the associated assessment.
14. The relevant Awarding Organisation's appeals procedure will be invoked where:
 - a. The issue cannot be resolved internally.
 - b. The appeal is in relation to an examination.

Further Reading

15. This policy cross-references with the following documents:
 - Assessment Policy
 - Corporate Equalities Scheme
 - Awarding Organisation rules and regulations

Copies of all documents can be obtained by accessing the Academic Institution Virtual Learning Environment (VLE). In the case of awarding organisation rules and regulations, the examinations department should be contacted.



Atlas Star IT Centre Procedure for Academic Appeals

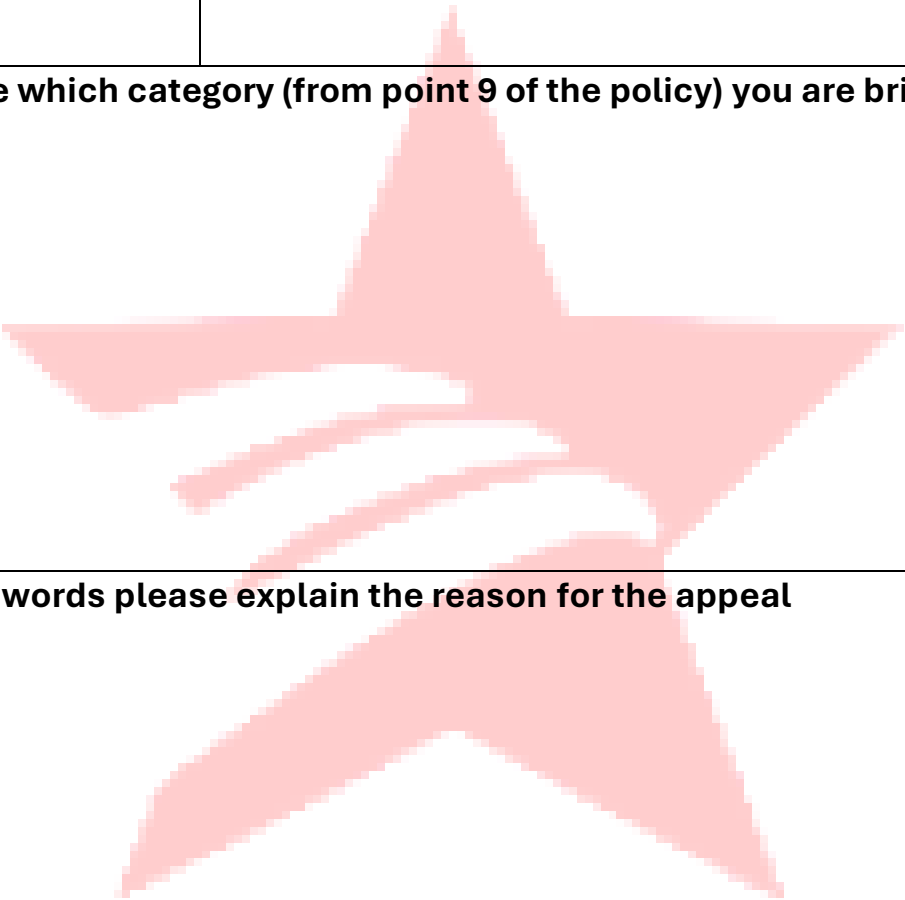
Stage	Person	Student Action	To Whom	Academic Institution Action	Timeframe
Informal	Appeal referred to and resolved by the assessor/tutor	discuss with assessor/tutor within 5 working days of receipt of the assessment decision	Assessor/tutor (1)	Assessor to discuss and seek to resolve	2 working days
Informal	Appeal referred to and resolved by the Internal Verifier	Student appeal to Internal Verifier within 5 working days	Internal Verifier	Internal Verifier to have a piece of work reviewed by a member of staff with no previous involvement in the assessment decision under appeal.	5 working days
Formal	Appeal referred to and resolved by the Head of Department	Student to appeal to the relevant Head of Department within 5 working days of the above decision. To begin stage 3 the student must complete the appropriate form (Page 4 of this policy)	Head of Department	Head of Department to investigate assessment decision and review with curriculum area internal verifier. IQA will check that the assessment fully meets awarding Organisation requirements	5 working days in writing (2)
Formal	Appeal referred to Director	Student appeals in writing within 5 working days if they feel the decision is unfair at Stage 3 and there is a likelihood of a major impact on the student's future, e.g. main qualification not awarded on completion of full-time course	Director	Assessment decision investigated (information obtained from appropriate IQA and Head of Department). A decision will then be taken based on the evidence.	5 working days

1. If the student feels that he/she cannot approach the assessor/tutor he/she may choose to discuss the matter with a personal tutor or another member of staff
2. The time frames are given as guidance. It may be necessary to seek the advice of the relevant Awarding Organisation and a response to resolve the appeal may take longer



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Academic Appeal Against Internal Grading / Assessment Decision

Name	
Address	
Course	
Nature of Appeal	
a. Please state which category (from point 9 of the policy) you are bringing this appeal	
	
b. In your own words please explain the reason for the appeal	
Signature of Student	
Date Submitted	
Date Received	
Staff Name & Signature	
<i>Please give this form to the Head of Department of your course and send a copy to the admin department at admin@atlasstar.com.np</i>	