GITY OF GLASGOW COLLEGE

Academic Appeals Student Guide

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ACADEMIC APPEALS PROCEDURE – STUDENT GUIDE

- 1. The College provides an assessment and certification service that is audited both internally and externally to ensure that you receive consistent and fair treatment. You should be aware at all times, when you are being assessed, how you are being assessed, who is carrying out the assessment and what your result is. In many instances you will have the opportunity to retake or remediate the work submitted for assessment.
- Because we recognise how important your results are to you, if you encounter a problem, e.g. a disagreement over assessment results, over possible exemptions or entitlement to progression within your course, then this Appeals Procedure is available to enable you to put your case forward.
- 3. Appeals procedures for external assessment conducted at City of Glasgow College are subject to the rules and regulations of the relevant examining or awarding body.
- 4. In some cases you can appeal direct to the examining or awarding body and your Curriculum Leader will advise you if this is possible. In the case of SQA qualifications, only appeals relating to the internal assessment decision will be accepted and only when the informal and formal stages of the internal appeals procedure have been exhausted.
- 5. SQA candidates have a further stage of appeal to SQA Accreditation or Ofqual if they feel the centre and/or SQA Awarding Body has not dealt with the appeal appropriately.
- 6. If a dispute arises over your assessment results you should use the following 3 step process -
 - Firstly, talk the matter over with your Lecturer and your Curriculum Leader.

Lead Department: Performance Owner: Performance Improvement Director

If you are unhappy with the result of this discussion you should ii. complete the Form Formal Appeal Stage 1, see below, and return it to appeals@cityofglasgowcollege.ac.uk or write to -

Qualifications Manager City of Glasgow College 190 Cathedral Street Glasgow G4 0RF

An Appeals Panel will look at your appeal and will contact you.

iii. If you are still unhappy after the Appeals Panel result you should complete Form Formal Appeal Stage 2, see below, and return it to appeals@cityofglasgowcollege.ac.uk or write to -

Performance and Improvement Director City of Glasgow College 190 Cathedral Street Glasgow G4 0RF

and your appeal will be examined by the Performance and Improvement Director.

If you need advice or help with any aspect of your appeal, contact your Curriculum Head or a member of the Student Services team who will be happy to assist you.

Academic Appeals Procedure Student Guide **START** STUDENT receives **Assessment Rresults and** decides to Appeal Performance and **Improvement Director** Internal provides information on or External EXTERNAL External body's Appeal Assessment Regulations and contact details INTERNAL STUDENT raises informal appeal with subject LECTURER and CURRICULUM HEAD INFORMAL Matter resolved MATTER RESOLVED at Yes/No **INFORMAL STAGE** ΝO STUDENT raises formal appeal in writing to **QUALIFICATIONS MANAGER** Independent FACULTY DIRECTOR convenes APPEAL PANEL, hears appeal and communicates finding to STUDENT FORMAL STAGE 1 MATTER RESOLVED at Matter resolved Yes/No FORMAL STAGE 1 NO STUDENT raises formal appeal in writing to PERFORMANCE AND FORMAL IMPROVEMENT DIRECTOR STAGE 2 PERFORMANCE AND **IMPROVEMENT DIRECTOR hears** MATTER CLOSED at FORMAL STAGE 2 appeal and communicates FINAL decision to STUDENT **END** Lead Department: Performance

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Owner: Performance Improvement Director
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A1. STUDENT D	ETAILS				_	MAL A	APPEAL FORM
Name:							
Address:							
Address				Post	code:		
e-mail:		t:			m:		
A2. COURSE DE	TAILS						
I wish to submit a assessment of the	n appeal to the Performande	ce Ir	nprovement	Directo	r regard	ling	
Unit:				Asses receive this da	ed on		
Course:							
Curriculum Leader:							
I have discussed	this problem with –						
Lecturer:				Discus	ssed or	ו	
Curriculum Leader:				Discus this da	ssed or ate:	1	
A3. APPEAL HE	ARING						
I wish to exercise Panel	my right to appear before	the	Stage 1 Appe	eals	Yes/	No?	
I wish to exercise	my right to be accompanie	ed b	y a represent	ative	Yes/	No?	
Student Representative Name:					·		
Student Representative							
A4. SIGNATURE							
Student Signature:					I made s date:		

B1. BASIS OF APPEAL	FORMAL APPEAL
Please provide details of the basis of the appeal	STAGE 1 FORM
(Continue on further numbered sheets if necessary)	

Mail this form to - appeals@cityofglasgowcollege.ac.uk or write to -

Performance Improvement Director City of Glasgow College 190 Cathedral Street Glasgow G4 0RF

A1. STUDENT D	T DETAILS FORMAL APPEAL STAGE 2 FORM						
Name:							
Address:							
Address	Postcode:						
e-mail:		t:			m:		
A2. COURSE DE	TAILS						
Course:							
Curriculum Leader:							
A3. GROUNDS F	A3. GROUNDS FOR APPEAL						
I wish to submit a	ın appeal to the Stage 2 Ap	pea	ıls Panel				
	proceedings of the Stage 1 Appeals Panel considering my Yes/No?						
	information relevant to my appeal has become e which was not considered by the Stage 1 Appeals Yes/No?						
A4. APPEAL HEARING							
I wish to exercise my right to appear before the Stage 2 Appeals Panel Yes/No?				o?			
I wish to exercise my right to be accompanied by a representative Yes/No?							
Student Representative Name:							
Student Representative							
A5. SIGNATURE							
Student Signature:				Appea on thi			

B1. BASIS OF APPEAL	FORMAL APPEAL
Please provide details of irregularities and/or further information relevant to the appeal	STAGE 2 FORM
(Continue on further numbered sheets if necessary)	
(Continue on futile fluitibeled sheets if flecessary)	

Mail this form to - appeals@cityofglasgowcollege.ac.uk or write to -

Performance Improvement Director City of Glasgow College 190 Cathedral Street Glasgow G4 0RF

Approval Status	Approved			
Approved by	Performance Improvement Director			
Date Approved	March 2017			
EQIA Status	Initial Screening Conducted? Full EQIA Conducted? Yes: No: Yes: No: No: No: Yes: No: No: No:			
Proposed Review Date	d Review Date In accordance with the Internal Audit Plan			
Lead Department	Performance			
Lead Officer(s)	Performance Improvement Director			
Board Committee	Learning and Teaching			
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