



## SOAR VALLEY MUSIC CENTRE POLICY DOCUMENT

### Appeals Procedure

Issue Date: March 2007	Issue Number: 01
Review Date: March 2009	Written By: James Simpson

#### **1. General Policy Statement**

This appeals procedure is an internal procedure designed to give students confidence in the college procedures.

#### **2. Grounds of Appeal**

Students may have grounds of appeal:

- (a) over the result of an internal college assessment
- (b) over the timing of an assessment
- (c) over the procedures, materials, etc available for an assessment
- (d) over the actual assessment.

#### **3. Appeals Process**

In the first instance the student may wish to discuss the problem with his/her tutor.

In the event of there not being a satisfactory solution to the problem at this stage the student shall have the right to take the matter to the appeals committee.

In this event, the student shall complete an appeals form. A member of staff –unrelated to the complaint – shall be available, if required, to help in the completion of the form.

The appeal itself will normally be heard within 14 days of the complaint being made in writing. Evidence will be taken verbally from the student, the tutor and if appropriate, the course team leader. The result of the appeal shall be given as soon as possible after the hearing. If possible, it will be given verbally at the hearing and confirmed in writing. The appeal details and result will also be kept in the student's file.

Should the student be unhappy with the result of the appeal he/she shall have the right to take the matter to the Trustees, if it is considered appropriate. The student can also take the matter to the external verifier. The college will give the student advice on the matter.

Should a student wish to appeal against the result of an external exam or assessment, the college shall give the student sufficient advice to enable him/her to do so consistent with the exam bodies regulations.

#### **4. Structure of Appeals Panel**

The appeal panel will consist of: The Director, the Quality Assurance Chair and a member of the academic staff who is not on a course team relevant to the student.

1. The panel will consider the candidate's explanation and the explanation provided by the original assessor.
2. The Internal Verifier will then give their explanation.
3. At this point the candidate and original assessor will leave the meeting so that the appeals panel can reach a decision.
4. The panel's decision will be conveyed to the candidate and assessor in writing within 5 working days of the appeals committee meeting.

The above information shall be conveyed to all staff and shall be included in students information given out at the beginning of a course. Staff shall draw the information to students attention as necessary.

Appeal Forms are available from your course tutor or the college office.



**SOAR VALLEY MUSIC CENTRE STUDENT APPEALS FORM**

**Section 1**

Name of Student: \_\_\_\_\_

Name of Assessor: \_\_\_\_\_

Name of Internal Verifier: \_\_\_\_\_

Date of Marking: \_\_\_\_\_

Unit Concerned: \_\_\_\_\_

Student's reasons for Appeal:

Assessor's / Internal Verifiers Comments on issue which is subject to appeal:

Students Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Assessor / IV Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**Section 2**

Date Appeal Received: \_\_\_\_\_ Date of Reply: \_\_\_\_\_

Appeal Panel's Comments:

Appeal Panel's Decision:

Chair of Panel's Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Appeal Process Completed Date: \_\_\_\_\_

A copy of this form together with any written evidence presented to the appeals committee will be kept in the IV file.