



RAWDA COLLEGE

## Rawda College Appeals Policy

1. Grounds for an Appeal Students enrolled in courses delivered by Rawda College have the right to appeal their assessment outcomes if they believe that an error or injustice has occurred during the assessment process. Grounds for appeal may include: a) Misapplication of Assessment Criteria: The student believes that the assessment was not conducted in accordance with the prescribed assessment criteria or grading standards. b) Procedural Errors: The student has evidence of procedural errors or inconsistencies that may have impacted the assessment outcome. c) Bias or Discrimination: The student suspects that bias or discrimination influenced the assessment decision. d) Misinterpretation of Evidence: The student believes that their submitted evidence was misinterpreted or not considered appropriately during the assessment. e) Technical Issues: Technical failures or other unforeseen circumstances that affected the assessment process and outcome.
2. Process for Making an Appeal To initiate an appeal, the student must follow the steps outlined below: The student should first engage in an informal discussion with their assessor to seek clarification and understanding of the assessment decision. This step aims to resolve any misunderstandings promptly. If the student remains dissatisfied after the informal discussion, they must complete the official Appeal Request Form available on Rawda College's designated system. The form should detail the grounds for appeal, supporting evidence, and any additional information pertinent to the case. Appeals must be submitted no later than 10 working days from the date of receiving the assessment outcome.
3. Stages of the Appeal Process Initial Review: The Internal Quality Assurer (IQA) or designated staff member will conduct a thorough review of the appeal request, the assessment evidence, and any supporting documents provided by the student. Appeal Panel Review: If the student is not satisfied with the outcome of the initial review, they may request a formal appeal panel review. The panel will consist of at least three impartial members, including academic staff and an external representative if available. Final Appeal: In cases where the student remains dissatisfied with the appeal panel's decision, they may request a



## RAWDA COLLEGE

- final appeal to the awarding body. This step is only available after exhausting Rawda College's internal appeal process.
4. Responsibilities at Each Stage Initial Review: The IQA or designated staff member will be responsible for reviewing the appeal request and assessing the validity of the grounds for appeal. Appeal Panel Review: The Appeal Panel will be responsible for conducting a thorough and impartial review of the appeal, including assessment evidence and supporting documentation. Final Appeal to Awarding Body: Rawda College's Assessment Board will facilitate the final appeal process to the awarding body, coordinating the submission of relevant documentation and communication.
  5. Timescales for Each Stage Initial Review: Rawda College will respond to the student's initial appeal request within 10 working days. Appeal Panel Review: The Appeal Panel will aim to complete the review process and communicate its decision within 20 working days from receiving the appeal request. Final Appeal to Awarding Body: Rawda College will submit the final appeal to the awarding body within 10 working days after receiving the student's request.
  6. Escalation to Awarding Body If the student is not satisfied with the outcome of Rawda College's appeal process, they may escalate their appeal to the awarding body. The awarding body will follow its own established appeals process, which the student can find on their website or request from Rawda College.

This Appeals Policy ensures a fair and transparent process for students to challenge assessment outcomes while upholding the quality and integrity of the qualifications delivered by Rawda College.

Policy Version 1 was issued on 01/02/24 by Director of Education.

This policy is effective from 01/02/24

Next review is due on 31/01/25