



**KINGSMERE
COLLEGE
LONDON**

Centre Appeals Policy

introduction

Reviews of Results and Appeals allow candidates the opportunity to ensure that the marking and moderation processes carried out by **KINGSMERE COLLEGE LONDON** and Awarding Body for a particular assessment were followed correctly. Review of Results and Appeals allow candidates to ensure that the result issued to them is fully justified including any scaling and/or special consideration decisions, and/or Academic Misconduct penalties.

Scope and ground for appeals

KINGSMERE COLLEGE LONDON 's Review of Results and Appeals Policy relates to marking and moderation procedures and their application only, and not matters of academic judgement. Appropriate grounds for appeal include the belief that documented processes have not been followed correctly, an error occurred during the calculation of marks, and/or that a special consideration or academic misconduct penalty has been incorrectly applied.

Where a Review of Results or Appeal reveals that the original result awarded to a candidate is higher than justified by their work, the grade awarded may be lowered. Where a Review of Results or Appeal raises doubt over the marks awarded to any number of further candidates, this will be investigated fully in order to ensure that the marks issued to all candidates are correct.

Process

1. Access the Form – Students can download the Review or Appeal Request Form from the Student Portal under the Assessment and Results section.
2. Complete the Form – Fill in all required details, clearly outlining the reason for the review or appeal and attaching any relevant evidence or supporting documents.
3. Submit the Form – Submit the completed form by email to your Academic Support Tutor, who will forward it to the Examinations Officer for review.

Email subject line: Review/Appeal Request – [Your Name and Student ID]



Centre Appeals Policy

- 4. Acknowledgement and Review** – The Examinations Officer will acknowledge receipt within **3 working days** and refer the case to the Head of Centre or the Appeals Panel, as appropriate.
- 5. Outcome Notification** – Students will be informed of the outcome in writing within **15 working days of submission**.

Escalation of Appeals

In accordance with the QAA Quality Code for Higher Education, Chapter B6, learners have the right to a fair, transparent, and timely process for the review of assessment decisions. Where a learner remains dissatisfied after the completion of the institution's internal appeals process, they may request escalation of their appeal for further consideration.

Escalation of Appeals Procedure

- Where a learner remains dissatisfied following the completion of the institution's internal assessment appeals process, they may **submit a written request for escalation within 5 working days from the first day of being notified if the result of their initial appeal**.
- Upon receipt of a valid request, the institution will review the appeal and, where appropriate, refer the matter to the relevant awarding body and/or appointed external examiner or external verifier, in accordance with the awarding organisation's assessment regulations and external quality assurance procedures
- All relevant documentation, including evidence submitted by the learner and records of the internal appeal outcome, will be made available for external consideration. This stage will consider whether assessment processes and procedures have been applied fairly, consistently, and in line with published academic regulations. It will not involve a reassessment of academic judgement.
- The decision reached following consultation with the awarding body and/or external quality assurance process shall represent the final stage of the appeals procedure.
- The learner will be notified of the final outcome in writing, including a clear rationale for the decision. No further internal right of appeal will be available beyond this stage.



**KINGSMERE
COLLEGE
LONDON**

Centre Appeals Policy

For further advice or clarification, students should contact their Academic Support Tutor in the first instance.

Further Information

For further information, please contact **Academic Support Tutor** at **KINGSMERE COLLEGE LONDON**