

## **BVNA Assessment Appeals**

Appeals will be possible where a candidate feels that decisions have adversely affected their progression or achievement. This procedure will apply in the event of a candidate appealing against:

1. The outcomes of assessment decisions or grading
2. The assessment procedures not having been properly carried out.
3. Assessment is not deemed to be objective due to personal bias (e.g. race, gender, disability, sexuality etc.).
4. Decisions regarding reasonable adjustment or special considerations

## **Procedures**

Where a candidate appeals prompt action should be taken. The procedure is built around four key features of fairness, facilities for representation, procedural steps and promptness.

### **Informal Preliminary Procedures**

#### **Stage 1**

In the first instance a candidate wishing to appeal for one of the above reasons should contact the BVNA office. The concerns will be informally discussed and the BVNA office staff will liaise with the lead tutor or education committee if required. Candidates will have every opportunity to discuss their concerns. It is anticipated that this will resolve most appeals without recourse to formal procedures. Normally the matter will be settled at this stage.

#### **Stage 2**

If the candidate is unsatisfied at stage 1, they may discuss their reasons for dissatisfaction with the Education Manager (Lisa Brett). The BVNA will offer the candidate support in reaching a decision concerning continuation of the appeal. The candidate should be informed of the 'formal appeals procedures'.

### **Formal Hearing Procedures**

Should the candidate wish to formally appeal, the appeal should be logged, through the Education Manager (Lisa Brett), setting out in writing, on the form titled 'Formal Candidate Appeal Procedure', the reasons for their dissatisfaction.

If the appeal is with regards to an academic grade decision, the BVNA, at the request of the candidate, may ask the Internal moderator to verify the work and confirm, or otherwise, the grade. The Internal Moderator will report back in writing to the BVNA office who will inform the candidate of the outcome.

If the appeal relates to incorrect assessment procedures, reasonable adjustment, or special considerations the Appeals Committee (The Internal Moderator, BVNA Education staff member and subject specialist) may investigate, collate the required data and request an interview (telephone or in person) with the candidate. The candidates will represent themselves and when an interview in person is required can be accompanied by a friend. The Internal Moderator or Education Manager will present a written report to the candidate, via the BVNA office, of the outcome within fourteen days. A copy will be held on file in the BVNA office.

### **Stage 3**

The candidate may appeal to the BVNA Association Manager against the decision of the Internal Moderator or Appeal Committee, setting out in writing the reasons for their dissatisfaction. The Association Manager will then complete an investigation into the circumstances and arrange for a hearing to take place. A 'Formal and Final Candidate Appeal Form' will be completed.

The appeal should be heard within fifteen working days of the notification of appeal to the Association Area Manager.

The appeal will be heard by a panel consisting of the Association Manager (chair), a member of BVNA council and a nominee of the Association Manager. (The members of the appeal panel should not include any person directly involved in the original assessment decisions).

The candidates will represent themselves and can be accompanied by a friend.

The panel will determine their decisions and this should immediately be communicated to the candidate concerned. The panel's decision will be confirmed in writing within five days of the panel meeting.

Reassessment is a possible outcome at any stage of the appeals process. This will be dependent on the availability of appropriate assessment. The candidate will be informed of the next opportunity for assessment.

All stages of the appeals procedure will be accurately recorded and logged including those that have been upheld. The impact of upheld appeals on other students will be considered and action taken if appropriate. In addition quality assurance checks will include closer monitoring and record will be tracked to identify any patterns over time to reduce the risk of further occurrences.

The External Moderator (LANTRA) will be informed on their next visit of the necessary detail where an appeal has taken place.