

Version Control			
Version	Author	Date	Changes
1.01	Quay Huong Tran ¹	23 rd May 2022	Included a version control table

¹ This date is only indicative, and the said policy may be reviewed before due to changes in the macro and/or microenvironment.

Table of Contents

1	Scope of the policy	3
2	Purpose of the policy	3
3	Location of the policy	3
4	Communication of the policy	3
5	Review of the policy	3
6	The Policy	4
7	Stage 1: Candidate and assessor	4
8	Stage 2: Referral to Board of Studies	4
9	Stage 3: Referral to the External Moderator (EM)	5
10	Stage 4: Referral to the Chief Moderator	5
11	Stage 5: Referral to the Awarding Body	5

1 Scope of the policy

This policy covers the principles of course management and administrative procedures offered at Bliss College ensuring that the Assessment process presents a fair and equitable framework for learners. It encapsulates the core principles of fairness, equity, and equal opportunities.

2 Purpose of the policy

Bliss College, as part of the Quality Assurance procedures, places a high emphasis on ensuring that all internal assessed work is marked to the highest standard; that each question/assessment criteria is marked, and the total marks or grade awarded are recorded and disseminated to candidates in a timely fashion. Any assessment recorded as failed are automatically reviewed by the Internal Moderator or Head of Department as part of the marking process and remarked by a second independent marker as part of the Quality Assurance Procedures. It is the policy of Bliss College that if a learner disagrees with an assessment decision:

1. He/she/they has/have the right of appeal.
2. The appeal will follow a standard procedure that will be applied in all cases.
3. The appeal process, together with the results of the appeal will be fully documented.

Implicit in this policy is the general purpose that the design of all assessments will take into consideration the needs of the learner body and design assessments that will not only meet the learning outcomes but at achieving at the level. Bliss College fully supports the Head of Academic's decisions about whether a learner's work is not final, and that the learner has the right of appeal. This will ensure that learners are not discriminated against and provided with equal opportunity in their learning process.

3 Location of the policy

You can obtain of this policy by ringing our administration team on 02085144977.

4 Communication of the policy

It is important that personnel involved in the management, assessment, and quality assurance of all programs on offer, are fully aware of the contents of the policy. Management will assume the responsibility for communicating all updates to this policy to all stakeholders affected by it.

5 Review of the policy

Policy: Appeals and Procedure	Date created: December 2017	Date implemented: January 2018
Responsibility: Quay Tran	Approved by: Management	To be reviewed: May 2023

This policy is a live document and will evolve over time. Although the review dates are scheduled above, this may change due to feedback from stakeholders, external agencies, and regulatory authorities. The review of the policy will ensure that procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgments in promoting a fair and inclusive learning and teaching environment for all.

6 The Policy

At Bliss College, the assessment appeals policy is based on principles of fairness and transparency. It is also based on best practices within the sector. The appeals process is divided into five stages, which is outlined below.

All agreed assessment activities should be made clear to candidates outlining the method of assessment and the way in which assessment decisions are reached before commencing the activity. This will be achieved through the design of the assessment instrument.

Clear feedback should be given to candidates and feedback should also be recorded in writing so that the candidate is clear about the assessment decision.

The appeals procedure consists of multiple stages:

7 Stage 1: Candidate and assessor

If a learner disagrees with an assessment decision and wishes to appeal, she or he must raise the issue with the assessor within 1 week of the decision.

- a) Appeals can only be made after assessment and before internal Moderation.
- b) The appellant must explain to the assessor why she/he is appealing.
- c) The assessor must review the assessment decision and confirm to the learner whether the original assessment decision holds or whether the assessment result can be changed within 1 week of the appeal's date.
- d) In either case the assessor must fully justify to the learner his or her decision.
- e) In either case the assessor should make a note of the outcome on the assessment feedback sheet within 1 week of the review date.
- f) If the candidate agrees with the reassessment decision the procedure ends.

8 Stage 2: Referral to Board of Studies

Policy: Appeals and Procedure	Date created: December 2017	Date implemented: January 2018
Responsibility: Quay Tran	Approved by: Management	To be reviewed: May 2023

- a) If a learner disagrees with the outcome of stage 1, then she/he may request that Board of Studies² reviews his/her work.
- b) The Board of Studies must review the assessment decision and confirm to the learner whether the original assessment decision holds or whether the assessment result can be changed.
- c) In either case the Board of Studies must fully justify the assessment decision to the learner.
- d) In either case the Board of Studies must record the assessment decision.
- e) The result of the Board of Studies review is final. A decision will be given to candidates within six days.
- f) If the candidate agrees with the decision the procedure ends.

9 Stage 3: Referral to the External Moderator (EM)

If a learner disagrees with the outcome of Stage 2, then she/he may request that External Moderator.

- a) The candidate should provide written details about the matter, and these should be forwarded to the EM by recorded delivery prior to the next visit.
- b) It will be the responsibility of the learner to liaise and manage disputes from this point forward.
- c) If the candidate agrees with the decision the procedure ends.

10 Stage 4: Referral to the Chief Moderator

If a learner disagrees with the outcome of Stage 3, then she/he may request the audience of the Chief Moderator, who may pass on judicially.

11 Stage 5: Referral to the Awarding Body

If the candidate is still not satisfied, they will be able to refer the matter directly to the Awarding Body itself.

End.

² The Board of Studies shall consist of all Teaching Staff and staff directed by the Centre Manager.