

## CQA 10 Appeals Policy

All College policies and procedures adhere to the guidelines and ethos of Equality and Diversity

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## **1 Purpose and Benefits**

The purpose and benefits of this policy are to allow learners to have any decision which they consider unfair, reviewed.

## **2 Policy Statement**

New College Lanarkshire is committed to providing opportunities for learning in a caring and supportive environment which respects the individual. The Appeals Policy and Procedure are designed to allow learners to request the review of a decision which has been made and which they consider to be unfair.

At all stages of any appeals process, due consideration will be given to the individual needs of the learner as appropriate, taking into account age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation. Further details and advice on individual needs are available from the Student Adviser.

For the purposes of this Policy and the procedures outlined within it, the term Head of Faculty is understood to include the Head of Regional Business Development, and the term Curriculum and Quality Leader is understood to include the Business Development Manager and the Workforce Development Manager.

It is the policy of New College Lanarkshire to allow learners to appeal decisions made in the areas of Internal Assessment or Learner Behaviour (appeals about student support funds and requests for fee refunds are dealt with separately). Every effort should be made to settle the basis of the appeal informally in the first instance. If no agreement is reached at the informal stage, then the formal Appeals Procedure should be followed.

This Policy and related procedure are written to ensure that there are clear and fair guidelines for dealing with appeals made by learners. It is designed to provide a framework to ensure that all learners and staff are aware of:

- What constitutes the basis for an appeal in New College Lanarkshire
- The role of informal discussions in settling an appeal
- The procedure involved in the formal appeals process

Where learners are attending College but are still the responsibility of a partner school (e.g. early school leavers, school link or other partnership programme), this policy and associated procedure will be applied for appeals related to Internal Assessment. Note however that, in line with the College's Learner Behaviour Policy and Procedure, all Learner Behaviour issues, associated discussions and consequent appeals remain the responsibility of the partner school, and all such learners are to be referred in the first instance to the School/College Partnership Coordinator or School Development Manager.

Where learners are under the age of 16, then any appeals process is to be communicated to the learner's school and to the learner's parent or parent's representative by the School/College Partnership Coordinator or School Development Manager. The learner must be accompanied by the learner's parent or parent's representative at any Appeal Hearing.

### 3 Responsibilities

- 3.1 **All learners** accept the Appeals Policy as a pre-requisite for enrolment at the College. The policy and procedure will be explained at Induction and further information will be available on the College intranet or from the Student Adviser.
- 3.2 **All members of staff** are responsible for implementing the Appeals Policy and Procedure by ensuring learners have the opportunity to discuss informally any problems they have in accepting decisions made in the College with regard to Internal Assessment or Learner Behaviour. If informal discussions do not resolve the issue, staff should ensure that learners have access to this Appeals Policy and Procedure.
- 3.3 Where a decision has been made which relates to a learner who is under the age of 16, and where such a decision is being questioned, the learner is to be referred in the first instance to the **School/College Partnership Co-ordinator or School Development Manager**, who is responsible for discussing the situation with the learner and with the partner school or local education authority (LEA) as appropriate. The partner school/LEA is then responsible for organising communication with the learner's parent or parent's representative.
- 3.4 The **Student Adviser** is responsible for providing assistance to College staff and students in their attempts to settle any potential appeal in an informal way.
- 3.5 The **Assistant Principal: Quality Enhancement** is responsible for co-ordinating Appeal Hearings.
- 3.6 The **Assistant Principal: Quality Enhancement** is responsible for collating and maintaining records of Appeal Hearings.

### 4 Scope of the Policy

#### 4.1 Who does this policy and procedure cover?

This Policy and Procedure applies to all learners at New College Lanarkshire, including those still enrolled as pupils at secondary school.

This Policy and Procedure applies if a learner considers that a decision made by the College is unfair, and wishes to request a review of that decision.

## 4.2 What does this policy and procedure cover?

This Policy and Procedure may be applied in respect of decisions which have been made by the College with regard to Internal Assessment and Learner Behaviour.

This Policy and Procedure does not cover appeals to external awarding bodies or if your course is run in collaboration with another HEI – appeals in such cases will be conducted in accordance with the appeals policy and procedure of that organisation.

This Policy and Procedure does not cover learner appeals against Bursary, EMA, Childcare Funding or Discretionary (Hardship) funding decisions. Appeals on funding should be made in writing to the Student Funding Manager for consideration by the Student Funding Appeals Panel.

For further information see Student Funding Policies or any member of the Student Funding team who will guide you as to the correct process for raising an Appeal. Learners who have withdrawn from a course and who wish to enquire about possible refund of fees should be directed to Finance who will progress the enquiry via the college Refund and Withdrawal Policy.