



The Ridge (Scotland) CIC

Student Appeals Procedure.

Student Appeals Procedure - Academic Issues

- Students have the right of appeal against assessment decisions, which may adversely affect his/her academic achievement, if they feel there are just grounds such as error, inconsistent judgement, misinterpretation or unfairness.
- A student may appeal against:
 - The non-award of any unit;
 - The non-award of merit;
 - The non-award of the final qualification.
- In the first instance, no later than 5 days after the disputed assessment decision has been communicated to the student, the student should meet with the course Assessor, to discuss his/her grounds for appeal. If the Assessor considers these grounds to have merit, the disputed decision may be changed. A written explanation of this decision will be drafted by the Assessor, agreed (signed) by the student, and communicated to the course Verifier within 5 days of the meeting.
- Failing an agreed revision of decisions at this stage, the appointed Internal Moderator for the Unit(s) in question will be responsible, at this point, for investigating an appeal against any assessment decision.
- The Internal Moderator will investigate and re-mark the assessment(s), where appropriate, to ensure that the original outcome is valid and reliable.
- The Internal Moderator should formally report the outcome of the re-marking of any assessment(s), with comment where appropriate, to both the assessor and the student. The student will be informed of the outcome within 10 working days of the assessment being submitted for re-marking.
- The student will have the right to invoke the Ridge's Student Appeals Procedure if they

consider that the review by the Internal Moderator was incomplete or unreasonable.

Student Appeals Procedure - Non Academic (and formally referred Academic) Issues

- Any student who wishes to make a formal appeal against a Ridge decision should submit the appeal in writing within five working days of receiving notification of the decision.
- This should be sent to the Director responsible for Education, unless the appeal relates to a decision made by the Director responsible for Education in which case the letter of appeal should be sent to the Administration Manager.
- The letter of appeal should include a statement that clearly states the decision which is being appealed, the basis for the appeal, and the remedy the student is seeking. The letter of appeal may include new evidence to support the appeal for any personal circumstances that the student wishes to be considered.
- The Ridge will acknowledge the letter of appeal in writing and confirm that the appeal will normally be considered within ten working days from receipt of the letter.
- The letter of appeal will be considered by a nominated appeals panel, normally chaired by the Director responsible for Education, within ten working days of receiving the letter of appeal. In circumstances whereby ten working days is impractical, this period may be extended where it is reasonable to do so by the appeals panel giving notice of this to the student.
- No member of the appeals panel will have had direct involvement in the specific decision being appealed.
- The decision of the appeals panel will be confirmed to the student, in writing, within ten working days by the Chair of the appeals panel.
- Written record of the appeal will be kept with the student's files and an electronic version kept with the Ridge's files.
- The decision of the appeals panel is final and is not subject to further appeal within the Ridge.
- Any student who wishes to appeal against the way an appeal was handled or investigated should follow the Ridge's Complaints Procedure which is available from Admin and on the Ridge's web site.
- Date of Policy: 22 September 2017

Review Date: September 2018