



Paragon
TRAINING ACADEMY

Internal Assessment Appeals Procedure

1. Introduction

1.1 At Paragon Training Academy Limited all registered students have the right to appeal against the results of internal assessments provided they do so only on one or more of the following grounds:

- i.* The result published contains arithmetical or other errors of fact;
- ii.* Defects or irregularities in the conduct of assessments or in written instructions or advice relating to the assessments which were not known to the Assessment Board, when such defects, irregularities or advice are shown to have had an adverse effect on the student's performance;
- iii.* Exceptional personal circumstances which were not known to the Assessment Board, and where the student can show good reason why such circumstances could not have been made known to the Assessment Board when the student was assessed, and which are shown to have had an adverse effect on the student's performance.

1.2 Appeals which question the academic judgement of examiners or appeals on any grounds other than those stipulated in i. to iii. above, shall not be admissible and the Head of Academics will inform the appellant accordingly in writing.

1.3 A copy of this policy can be accessed under the LMS section on My Page for all current students.

2. Stages of Internal Assessment Appeals

2.1 STAGE 1, Informal

Students can appeal to the assessor against an assessment decision on an informal basis with a valid reason.

2.2 STAGE 2, Informal

Students can appeal to the Programme Leader who is serving as the chief Internal Verifier, if they are dissatisfied with the response from their assessor or feel that they cannot approach the assessor.

2.3 STAGE 3, Formal

Any student who wishes to formally appeal against a decision of the Assessment Board should normally submit an appeal to their programme administrator (using the attached form) within 10 days of the date of the publication of the Assessment Board decision by the institution. The grounds for appeal must be clearly stated on the

appropriate form and relevant documentary evidence appended within one calendar month of receiving the result of the assessment in question.

2.4 A senior academic staff member, who has not been previously involved in the assessment decision, (likely a head of academics or his /her nominee from), will be handling the formal appeal.

2.5 The Head of Academics or his/her nominee, on receipt of an appeal shall seek verification from the Chair of the relevant Assessment Board, or his/her nominee. Verification will establish whether:

- i.* the result as published is free from arithmetical or other error of fact; and/or;
- ii.* any defects or irregularities in the conduct of the assessment or in the written instructions and/or in advice relating thereto were, in fact, reported to the Assessment Board; and/or;
- iii.* any exceptional personal circumstances pertaining to the student were reported to the Assessment Board.

2.6 The Chair of the Assessment Board, or his/her nominee, shall inform the Head of Academics of the outcome of the verification in writing no later than 14 days following receipt of the appeal. If the outcome of Internal Verification is not received in writing within fourteen days, the Head of Academics shall refer the appeal to the Assessment Board and the Assessment Board shall be re-convened to review the case in light of the information presented in the appeal.

2.7 The Head of Academics shall consider the appeal on receipt of IV from the Chair of the Assessment Board and decide either that:

- A. The appeal be referred to the Assessment Board and that the Assessment Board be reconvened to review the case in light of the information presented. The Head of Academics shall be permitted to take such action where it has been established:
 - i.* that result as published is incorrect or
 - ii.* that defects or irregularities in the conduct of the assessments or in written instructions or in advice relating thereto were not known to the Assessment Board; or
 - iii.* that the appeal contains exceptional personal circumstances which were not known to the Assessment Board when the student was assessed and the student has shown good reason why such circumstances could not have been made known to the Assessment Board;

OR

B. The appeal shall be rejected and no further consideration will be given to the appeal. The Head of Academics is required to disallow an appeal which is based wholly on factors which were known to the Assessment Board concerned when the student's result was determined and also to disallow appeals based on exceptional personal circumstances which were not known to the Assessment Board when the student was assessed where the student is unable to show good reason why such circumstances could not have been made known to the Assessment Board before its meeting.

2.8 Where an appeal is referred to the Assessment Board by the Head of Academics, the Head of Academics shall write to ask the Chair of the relevant Assessment Board to re-convene a meeting of the Assessment Board to review the case in the light of the information brought forward by the appeal. It will not necessarily follow that a student's result shall be changed from the result originally published by the Assessment Board. The Chair of the Assessment Board shall inform the Head of Academics of the decision of the re-convened Assessment Board in writing no later than twenty-one days following its referral to the Assessment Board.

2.9 The Head of Academics, or his/her nominee, shall inform the appellant of the outcome of his/her appeal in writing and, if appropriate, issue a supplementary result. The awarding body shall also be informed of the outcome of all formal appeals.

2.10 The Paragon Training Academy Limited Validation Board will only consider a complaint against the outcome of an interim appeal based on the following ground:

2.11 Irregularities in the conduct of the interim appeals procedure, which are of such a nature as to cause reasonable doubt on whether the same decision would have been reached had they not occurred.

2.12 Any such complaint will be dealt with in accordance with the Validation Board's Student Complaints Procedure.

3. External Appeals

External Appeals for Students on programmes

Once the student has exhausted all his/her appeal options with the school, the student can lodge the appeal directly to the awarding body.

The process for such appeal is as follows:

1. Appellant posts the appeal request together with relevant information and documentation to the Chief Executive of the awarding body:
2. Within ten working days of receiving the full documentation, the Chief Executive or Representative will consider whether the evidence presented is sufficient to reach a decision. If it is not, further documentation may be requested from appellant, or further clarification from the appellant.

3. Once the Chief Executive or Representative is satisfied that all relevant documentation is present, s/he will appoint an independent person who has appropriate competence and no personal interest in the decision being appealed to consider the appeal. This person will be independent of the awarding body in that s/he is not an employee of the organisation, a contractor working for it, or otherwise connected to it (for example as part of the Governance structure or as an agent through a third party) and has not held any of these roles for the past five years.
4. The person considering the appeal will reach an initial conclusion on the matter and write to the appellant, providing a judgement on each point raised and referencing this judgement with relevant evidence. The initial conclusions will, if appropriate, identify any recommendation or implications of the outcome. The appellant will be invited to comment on the factual accuracy of the awarding body's initial conclusion within 10 working days.
5. The person considering the appeal will consider any additional information provided before reaching a final conclusion. A final conclusion will be confirmed to the appellant within 10 working days.

RESULT APPEAL FORM

This procedure is not applicable to students who have completed their periods of study or to candidates who have exited their programme without the full Higher National Award.

Before completing this Appeal form, we would advise you to read the Appeals procedure. Any independent corroborative evidence must be attached to this Form.

Appeals will not be accepted in any other format and **have to arrive no later than TEN (10) days from the date of the letter notifying you of your result.** This Appeal Form should be completed and sent by **e-mail** to one of the following address

- For All students on programmes: support@pnbt.co.uk

Student Details:

Full Name	
Paragon Training Academy Limited ID No.	
Email Address	
Cohort / Group	
Unit name	

I wish to appeal against the decision of the Assessment Board on the grounds that (tick one or more relevant boxes):

- The result published contains arithmetical or other errors of fact (please complete Section 1 below).
- There were exceptional personal circumstances which were not known to the Assessment Board, and where I can show good reason why such circumstances could not have been made known to the Assessment Board when I was assessed and which can be shown to have had an adverse effect on my performance (please complete Section 2 below).
- There were defects or irregularities in the conduct of the assessments or in written instructions or in advice relating to the assessments which were not known to the Assessment Board and which can be shown to have had an adverse effect on my performance (please complete Section 3 below).

Please note that you are not permitted to appeal on any other grounds.

SECTION 1 Please state why you believe the result as published contains arithmetical or other errors of fact. (Please provide supporting documents).

Continue on a separate sheet, if necessary.

SECTION 2

Did you report any exceptional personal circumstances to the Chair of the Assessment Board, your Programme Leader or a member of support staff before the meeting of the Assessment Board? (please tick the appropriate box)

Yes Please complete section 2.1

No Please complete sections 2.2, 2.3 and 2.4

2.1 Please specify to whom the circumstances were reported and provide full details of any exceptional personal circumstances you had reported previously. If there are any additional circumstances that have not been previously reported please complete sections 2.2, 2.3 and 2.4.

SECTION 2 (continued)

2.2 Please provide details of any exceptional personal circumstances you have not reported previously to the Chair of the Assessment Board.

Appeals on medical grounds will not be considered without written evidence from a medical practitioner (or other health professional) which should be attached to this Form.

2.3 Please state why you did not report the circumstances detailed in 2.2 above to the Chair of the Assessment Board before the meeting of the Board.

SECTION 3 3.1 Please state the defects or irregularities in the written instructions or advice relating to the units assessment criteria you believe to have occurred.

2.4 Please state why you believe the circumstances detailed in 2.2 above had an adverse effect on your performance.

Continue on a separate sheet, if necessary.

SECTION 3

3.1 Please state the defects or irregularities in the written instructions or advice relating to the units assessment criteria you believe to have occurred.

3.2 Please state why you believe the defects or irregularities detailed in 3.1 above had an adverse effect on your performance.

Continue on a separate sheet, if necessary.

No further submission will be considered.

I declare that the information given on this Form and documentary evidence attached, if any, is a true statement of the facts to the best of my knowledge and belief.

...../...../.....

Signed (Appellant)

Date