Newbattle Abbey College
Colaiste Abaid a'Bhatail Nuaidh

STUDENT APPEALS POLICY

1. Purpose and Scope
This policy outlines the procedures for students at Newbattle Abbey College who wish to appeal against academic decisions or non-academic decisions. The College is committed to handling all appeals in a fair, transparent, and timely manner.

This policy applies to all enrolled students at the College. There are two types of appeals covered by this policy:

- **Academic Appeals**: Appeals against decisions related to assessment outcomes or academic progress.
- **Non-Academic Appeals**: Appeals concerning disciplinary decisions, exclusion or withdrawal from the College, or decisions related to student conduct, attendance, or fitness to study.

Appeals differ from complaints in that they seek a formal review of a specific decision affecting a student, whereas complaints express dissatisfaction with a service, process, or conduct. Students should use this policy only where a decision (academic or non-academic) is being challenged. Complaints about wider College services, or the behaviour of staff or contractors, should follow the College's Complaints Procedure – A Guide for Students.

2. Academic Appeals
Academic appeals relate specifically to decisions regarding a student's academic performance, including the outcome of an assessment, grading, or progression decision. The College follows the Qualifications Scotland Academic Appeals Procedure for appeals relating to academic decisions across all awarding bodies.

2.1 Grounds for Academic Appeal
Academic appeals will only be considered on the following grounds:

- Assessment or internal verification procedures were not correctly and consistently applied.
- A student believes their performance was adversely affected by illness or personal circumstances that they were unable, for valid reasons, to disclose at the appropriate time. Supporting evidence must be provided.

2.2 Academic Appeals Procedure
The academic appeals process follows a three-stage procedure:
Stage 1 – Initial Appeal

- A student should make their concern known to the Assessor involved in the assessment within 7 days of receiving the assessment decision. The Candidate Appeals Log should be completed.
- The Assessor will check the materials and documentation used during the assessments. If discrepancies are found in the assessment methods, the Assessor will inform the Internal Verifier and give the candidate the opportunity to attempt the assessment in question again.

- If the Assessor is satisfied that the assessment is valid but the candidate is still concerned, the matter is referred to the Internal Verifier for further investigation (Stage 2).
- The student will be informed of the outcome within 10 working days from the date the appeal was first made.

Stage 2 – Investigation by Internal Verifier

- The Internal Verifier will consider the assessment methods, ensuring they are valid, reliable, practical, and fair.
- If a problem is found in the assessment, the Internal Verifier will inform the Assessor and may arrange an Assessors' meeting to consider modifications to the assessment methods.
- If the Internal Verifier is satisfied that the assessment was correct, they will discuss their findings with the student and Assessor.
- The student will be informed of the outcome within 10 working days from the date this stage started.

Stage 3 – Independent Review

- If the student remains dissatisfied with the decision of the Internal Verifier, they may appeal to the Curriculum Manager.
- The appeal must be made in writing.
- Details of the appeal, including its nature, persons involved, and dates of discussion and meeting, will be recorded on the Candidate Appeals Log.
- The student will be informed in writing of the outcome within 10 working days from the date the appeal was received.

As there are no regulated Qualifications Scotland qualifications delivered at the College, there is no further right of appeal against an internal assessment decision.

3. Non-Academic Appeals

This section covers appeals against non-academic decisions, such as:

- Disciplinary decisions
- Exclusion or withdrawal from the College
- Residency decisions
- Fitness to study outcomes

An appeal against a penalty or decision is an opportunity for review. It is not a repeat of the original hearing or decision-making process; its purpose is to identify whether a defect occurred in the original hearing or decision, such that the decision is rendered unsafe or unfair, and to rectify it if it did.

Appeals may be made against:

- A disciplinary sanction
- A decision made under another policy or procedure
- Suspension, dismissal, or exclusion

3.1 Formal Appeal

- The student must submit their appeal in writing to the Principal within 10 working days of the informal resolution attempt.
- The appeal must include:
  - A clear statement of the decision being appealed
  - Grounds for appeal
  - Any supporting evidence

3.3 Investigation and Outcome

- A senior manager not previously involved in the case will review the appeal.
- A meeting may be arranged with the student and relevant parties.
- A written outcome will be provided within 15 working days of receipt of the appeal.

4. Confidentiality and Record Keeping

All appeals will be dealt with sensitively and confidentially, in line with the College's Data Protection Policy. A record of the appeal and outcome will be retained securely in line with the college retention policy.

5. Monitoring and Review

The Depute Principal will monitor the implementation of this policy and ensure compliance. This policy will be reviewed every three years or earlier if legislative or procedural changes occur.

6. Related Documents

- Qualifications Scotland Academic Appeals Procedure
- Student Disciplinary Policy
- Fitness to Study Policy
- Student Attendance and Progress Policy
- Equality, Diversity and Inclusion Policy
- Complaints Procedure – A Guide for Students

This Policy should be read in conjunction with other relevant College policies, procedures and guidance documents, whether specifically listed above or subsequently published or amended.

The College reserves the right to update, introduce, or revise policies and procedures from time to time.

Compliance with the most current versions of applicable policies and procedures, as published, is expected.

Title:	Student Appeals Policy
Lead Officer:	Depute Principal
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Approved By:	Learning & Teaching Committee
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