ETC International College

FEHE Appeals Policy

October 2026

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1.0 Scope and Purpose:

1.1 This policy is intended for staff of ETC International College (ETC) and students following further or higher education programmes at ETC.

1.2 This policy comes into effect when a student wishes to appeal the outcome of an assessment and applies to all assessment types, including, but not limited to written assignments, exams, presentations, practical work or any other assessment method specified in the assessment policy.

1.3 If a student is not satisfied with their marks, except in the case of clear plagiarism, they may go through the appeals process involving double marking by a second teacher, who may upgrade or downgrade the mark according to the level of evidence within the work to match the criteria. This will also be internally verified.

1.4 A student may appeal for a review of the grade awarded if they feel the assessment decision is incorrect or that the assessment has been conducted unfairly (see 3.0 for Grounds for Appeal). A student must register their appeal with the Head of Department within 10 days of receiving their grade. The student must record in the work exactly where they feel they deserve a higher grade in order for the second marker to focus their attention on the disputed area.

2.0 Responsibilities

2.1 Students are responsible for reading this policy and seeking clarification where needed.
2.2 The Assessment Board is responsible for reviewing escalated appeals.
2.3 Department Heads are responsible for ensuring details of assessment are included in relevant student documents, including handbooks and making sure students are aware of the appeals process during induction. Assessment guidelines are reviewed annually.

3.0 Grounds for Appeal

A student may wish to appeal an assessment decision for the following reasons:

- any mitigating circumstances that were submitted by a student weren't considered by the assessor.
- the student didn't or couldn't, for any valid reason, disclose mitigating circumstances before the assessment was carried out.
- the assessment was not performed in accordance with the Fair Assessment Policy, which resulted in an error in assessment.
- a major administrative error or other material irregularity is apparent in the assessment process.

These are the **only** grounds for appeal. Disagreement with the academic judgements of the assessor does not constitute grounds for an appeal nor does dissatisfaction with the course design or delivery. If a student submits a complaint that includes grounds for an appeal, the Assessment Board must ensure the issue is also considered under the Appeals Procedure. When Grounds for Appeal are identified as an outcome of a complaint, the timeline set out in the Appeals Process (5.0) starts from the date of identification of Grounds for Appeal within the Complaints Procedure.

4.0 Equality and Diversity

The College is strongly committed to eliminating unlawful discrimination in any form under the Equality Act (2010). It is also focussed on advancing equality of opportunity and promoting good relations between all students, staff and visitors to the College.

4.1 The College will not tolerate unfair or unlawful treatment on grounds of the following characteristics:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity (including paternity)
- Race (colour, ethnic or national background)
- Religion or Belief (including lack of belief)
- Sex
- Sexual orientation

More information on equality and diversity at ETC can be found in the Equality and Diversity Policy.

5.0 The Appeals Process

Step 1. Information Reporting

The student raises their concern with their tutor / Head of Department. If the issue cannot be resolved at this level, the student may move to step 2. Students may wish to seek advice as to whether to appeal or not from the Head of Department, Principal or DSL (Designated Safeguarding Lead).

Step 2. Submitting a Formal Appeal

Student submits a formal appeal to the Assessment Board (via the Head of Business, I.T and Computing or Head of FEHE) within 10 working days of receiving their grade. The student must decide on their Grounds for Appeal, as well as any evidence they wish to submit. The student must record in the work exactly where they feel they deserve a higher grade in order for the second marker to focus their attention on the disputed area.

Step 3. Assessment of Appeal

The Assessment Board will assess whether the appeal meets one of the Grounds for Appeal criteria. If it does not then the appeal will be rejected with reasons explained to the student in writing within 15 working days of submission. If the appeal has grounds to be upheld or partially upheld the process moves to step 4.

Step 4. Assessment Board Meeting

If the appeal has grounds to be upheld or partially upheld an Assessment Board Meeting will take place and the appellant will be invited to state their case. The appellant may invite one other person of their choosing to accompany them at the meeting. Both the Assessment Board and the appellant may summon material witnesses to attend the meeting. All attendees of the meeting will be given at least 10 days' notice prior to the meeting. The meeting should be held within 25 days of the formal appeal submission.

Step 5. Outcome

The student will be notified of the outcome of the Assessment Board Meeting within 10 working days of the meeting taking place. If the appellant does not attend the meeting the Assessment Board will assess their case on any evidence submitted. If no evidence was submitted and the appellant did not attend the meeting, the Assessment Board has the right to reject the appeal.

Step 6. External Appeal

If the appellant remains dissatisfied with the outcome of the Internal Appeals Process, the Head of Department can submit a written external appeal to the awarding body. The appeal shall be submitted within 14 calendar days of the College's decision in question. This process will only be implemented once ETC's internal procedures have been exhausted. The accrediting organisation will provide the client with detailed information regarding their appeals process. The appropriate accrediting body can be contacted using the details below:

Pearson (BTEC courses)

https://support.pearson.com/uk/s/qualification-contactus

OTHM Courses

info@othm.org.uk

6.0 The Assessment Board

6.1 For the purposes of the Assessment Board Meeting as part of the Appeals Process the Board will be made up of the following individuals:

- an FEHE Head of Department who has not been involved with the assessment process or decision.
- a senior manager who has not been involved in the assessment process or decision.
- an FEHE teacher who has not been involved in the appellant's course.
- the secretary to the panel.

6.2 Quorum can be passed with the above attendees present.

6.3 Any member that has been involved in delivering the appellant's unit or assessment of the unit in question should not be included in the Assessment Board Meeting for the purpose of the Appeals Process, except to give evidence, explanation or further information regarding the assessment decision.

7.0 Decisions of the Assessment Board

7.1 If the Assessment Board finds that the appellant's Grounds for Appeal can be upheld or partially upheld, they may overturn the decision of the assessment or require the assessor to reconsider their decision.

7.2 If the Assessment Board finds that the appellant does not have Grounds for Appeal or does not provide sufficient evidence for their appeal, the appeal will not be upheld. In this case the assessor's decision will stand and the appellant will have no further right of appeal within the College.

8.0 Communication of the Outcome

8.1 The outcome of the Assessment Board Meeting will be sent, in writing, to the appellant, Principal and Assessment Board within 10 working days of the meeting. The option of appealing to an external body will be detailed in the outcome notification.

8.2 ETC will keep all documentation relating to an ETC appeal or an appeal to an awarding body for at least 18 months.

9.0 Fees

9.1 Because of the level of extra work involved in this process, there will normally be a supplementary charge to pay for the necessary remarking and processing. This will be notified to the student by the school according to the nature and amount of work to be undertaken. If an appeal is upheld this charge will be refunded

Version 1 updated October 2026 Board of Governors
Next update due October 2027