hugenote kollege
Waar Christenwees grondvat in opleiding

KWALITEITSBESTUURSTELSEL / QUALITY MANAGEMENT SYSTEM

D.

TITEL / TITLE: SOP: APPÈL – TEGNIESE BEROEPSONDERRIG EN -OPLEIDING **SOP: APPEAL – TECHNICAL VOCATIONAL EDUCATION AND TRAINING**

SAAMGESTEL / HERSIEN DEUR **COMPILED / REVIEWED BY**	**GOEDGEKEUR DEUR /** **AUTHORISED BY**
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TVET APPEAL PROCEDURES

1. RIGHT TO APPEAL

The College will allow all learners the right to appeal against decisions relating to the College's Internal Assessment Policy and Procedure.

All students have the right to fair assessments and have the right to appeal against an assessment decision they judge to have been incorrect or unfair. The student must be made aware of this right during both the planning and feedback stages of the assessment.

The appeals structure will consist of three levels of appeal:

- Level 1: A different assessor registered to assess the standard being appealed
- Level 2: Appeal to the moderator
- Level 3: Appeal to the Rector

If the appeal still cannot be resolved the student has recourse to the ETQA processes.

2. GROUNDS FOR APPEAL

Students may appeal against assessment results based on the following grounds:

- Unfair assessments
- Victimization by the assessor
- Inappropriate assessments
- Discrimination
- Failure to prepare a student for assessments
- No feedback is provided to the student

3. FORMAL DISCUSSION WITH PROGRAMME COORDINATOR

A student should engage with the Programme Coordinator to exhaust all informal means of resolving issues before progressing to a formal appeal. These steps should be initiated within 5 (five) working days of receiving notification of the assessment decision.

4. LEVEL ONE

- A student who wishes to appeal against an assessment decision not resolved to his/her satisfaction must lodge an appeal on the Hugenote Kollege LMS within 5 (five) working days of receiving the decision the assessor took. The basis of the appeal and any personal circumstances that the student wishes to be considered must be stated. New evidence to support the appeal may also be included.
- The Program Coordinator will give written acknowledgement of receipt of the appeal within 3 (three) working days via e-mail.
- An appeal hearing will be held to allow the student to discuss the basis of the appeal personally.

- The student may choose to be accompanied by a representative or friend. No legal representation will be allowed.
- The appeal will be considered by a nominated panel within 10 (ten) working days of receipt of the appeal. In circumstances where 10 (ten) days is inappropriate, this period may be extended by mutual agreement.
- Membership of the hearing will comprise the Program Coordinator, the relevant assessor and one other member of the training staff.
- The decision of the panel will be confirmed in writing by the Program Coordinator to the student within 5 (five) working days of the hearing.
- If the appeal is not resolved to the student's satisfaction, the student may move to Level Two of the procedure.

5. LEVEL TWO

- A student not satisfied by a Level One appeal decision may lodge a further appeal on the Hugenote Kollege LMS detailing the basis of the appeal to the Moderator within 5 (five) working days of receipt of the outcome of Stage One.
- The Moderator must acknowledge receipt of the appeal within 3 (three) working days. The Moderator will reconsider the assessment decision, normally involving an evaluation of:

  - the student's evidence and associated records
  - the assessor's rationale for the decision
  - the opinion of another assessor
  - the opinion of the student

6. LEVEL THREE

- Where the candidate remains unhappy with the reconsidered assessment decision, the appeal may proceed to LEVEL THREE where it will be considered by the Rector. The Level Three appeal must be lodged on the Hugenote Kollege LMS within 5 (five) working days of receipt of the Level Two decision.
- The appeal will be directed to the Rector who will give written acknowledgement of receipt of the appeal to the student via e-mail within 3 (three) working days. The appeal will be considered by the Rector within 10 (ten) working days of receipt of the letter of appeal. In circumstances where this is inappropriate, this period may be extended by mutual agreement. The decision of the Rector will be communicated via e-mail to the student and is the final and binding result of the internal appeal process.
- If the candidate remains unsatisfied with the outcome of the process, s/he may appeal to the relevant ETQA (HWSETA or ETDPSETA).

7. REPORTING

The Program Coordinator will report quarterly to the Academic Committee on the nature and outcomes of formal appeals. Records of all appeals should be logged and made available as appropriate to the External Verifier.

8. EVALUATION AND REVIEW

The policy will be reviewed in 3-year cycles with the aim of continuous improvement.

9. APPEALS DOCUMENTATION EXAMPLE

ASSESSMENT APPEAL FORM	
Name of Institution:	**Programme Name:** **Module Name:**
Name of student:	**Date:**
Step One: The student is responsible for completion of this section of the form. The form must be submitted to the Facilitator/Assessor. If necessary, continue on a separate page.	
a. Description of assignment, test or examination for which the appeal is made	
b. Description of reason for appeal	
SIGNATURE:	**DATE:**
Step Two: Comments of Facilitator/Assessor Facilitator/Assessor will reassess the evidence and provide his/her comments to the student.	

SIGNATURE: **DATE:**
Step Three: Decision of student The student must indicate if he/she accepts/does not accept the second judgement of the Facilitator/Assessor. If not, the reasons why must be outlined. Document must be forwarded to the Facilitator/Assessor again to be sent to the Moderator.

SIGNATURE: **DATE:**
Step Four: Facilitator/Assessor submits appeal form and relevant documentation to the Moderator.
SIGNATURE: **DATE:**
Step Five: Moderator Judgement
SIGNATURE: **DATE:**
Step Six: Decision of student The student must indicate if he/she accepts/do not accept the Moderators judgement.
Accept: **Do not accept**:

SIGNATURE:	**DATE:**
Step Seven: Moderator submits documentation to External Moderator	
SIGNATURE:	**DATE:**
Step Eight: External Moderator Judgements External Moderator's decision is final.	
SIGNATURE:	**DATE:**
Step Nine: Inform student of outcome	
SIGNATURE:	**DATE:**