



## Beaumont College

### Candidate Complaints and Appeals Policy

(Externally Awarded and Accredited Courses) (Appendix 3 of the Quality Assurance – Curriculum Policy and Procedure)

#### Document Control

Initial purpose and scope of the new policy/procedure agreed by:	Julia Park September 2024
Delegated Reviewer	Julia Park 24 02 25
Date implemented:	September 2024
Version Number:	1.0
Date of the next review:	July 2025
Date of the next review:	July 2026

#### Definition of student:

Any staff member or student accessing an externally accredited course that is delivered by Beaumont College.

#### Appeals

Any student who is accessing an accredited course who disagrees or believes they have been negatively affected by an assessment strategy or assessment decision put in place or made by a Beaumont College assessor, is eligible to raise a complaint using the college's 'Accredited Courses – Candidate Complaints and Appeals Policy and Procedure'.

#### Advocacy in the Appeals process

Where a staff member or student requires an advocate to support them in this process Beaumont College respects this right, however the advocate could not be a person from any legal profession.

Appeals could be made in relation to:

- Relevance of course content in enabling candidates to achieve the qualification they have been registered for
- Assessor/s competence in supporting candidates to achieve the qualification they have been registered for
- Administration errors and timeliness of administering the awarding body processes and/or deadlines
- Assessment errors/judgements
- Perceived discrimination where the assessment method is perceived as not being fair or the assessor is perceived to be biased or prejudiced
- A failure to consider any special circumstances and/or reasonable adjustments
- Decisions relating to malpractice or misconduct of the assessor/s and/or the college practices

**NB:** This list is not exclusive.

Should candidates wish to appeal an assessment decision they are encouraged to do so and are supported to recognise they are entitled to pursue any enquiry, complaint or grievance.

Candidates should pursue this informally in the first instance by discussing matters with their relevant Pathway Co-ordinator or Lead Tutor. If the complaint or appeal is in relation to the assessor decision made by a Pathway Coordinator or Lead Tutor, the informal process will begin with discussion with the college's Head of Education.

If a resolution cannot be reached through this informal process, more formal systems can be followed. In this instance candidate must present their complaint or appeal in writing to the Assistant Principal (Curriculum)

A complaint can be made at any time during the completion of the course and on completion of the course if appealing the final grade outcome.

If the complaint or appeal cannot be resolved by the Beaumont College Centre, candidates have right to appeal directly to the relevant awarding body.

**AQA:**

<https://www.aqa.org.uk/exams-administration/after-results/post-results/appeals>

**Trinity College Arts Award:**

<https://www.artsaward.org.uk/site/?id=1423>

**Ascentis:**

[Awarding Organisation Body UK | Cutting Edge Qualifications Agency | Ascentis](#)

## **Summary of Complaints and Appeals Process**

- A complaint or appeal is raised by the candidate
- The complaint is recorded as part of the college complaints procedure
- Clarification of the original decision is established initially through informal dialogue that takes place between the candidate and a PWC/ LT or Head of Education to review the context and criteria of the assessment decision.
- A record of this informal dialogue should be written by the PWC/LT or Head of Education, and this should then be kept in the centre file for the relevant awarding body
- The PWC/LT or Head of Learning will then discuss the final assessment decision with the assessor whom the complaint or appeal has been raised with, to establish the context and facts. As part of this process the PWC/LT or Head of Learning will either uphold or not uphold the assessment decision made by the assessor.
- A record of this informal discussion should be written by the PWC/LT or Head of Education, and this should then be kept in the centre file for the relevant awarding body.
- The candidate appellant is then informed of the appeal decision and of the subsequent actions.
- Where the assessment decision is not upheld by the centre the Head of Centre for the relevant awarding body will communicate the decision communication to the relevant awarding body via their appeals process.
- Where the assessment decision is upheld by the centre, the candidate/advocate/parent may refer their complaint or appeal directly to the relevant awarding body via their appeals process.

## **Conflict of Interest**

All appeal decisions are to be taken by individuals who have no personal interest in the decisions being appealed.

## **Appeal against a Beaumont College Centre decisions**

Any complaints or appeals raised against Beaumont College and its' practice as a centre should be raised directly to the relevant awarding body following the processes set out by each respective awarding body via the links set out in the policy outlined above.

**Person Responsible for Reviewing the policy: Julia Park Assistant Principal)**

**Version Control:**

Version Number	Date	Status	Changes
V1.0	24 02 25	Final	

