



**National Star**

Realising the aspirations  
of people with disabilities

## Working with National Star Student Appeals Policy

### 1. About this Policy

1.1 As a centre approved to deliver qualifications for a range of awarding bodies, it is the responsibility of National Star to provide an appeals procedure to develop and maintain assessment procedures which are applied appropriately, fairly and consistently to all learners.

1.2 The purpose of this policy is to recognise that there may be exceptional circumstances when individuals or groups of students may wish to appeal against recommendations or decisions relating to assessment. The student appeals process outlines the action which may be taken in such circumstances and reflects National Star's commitment to a student-centred service.

### 2. Scope

2.1 This policy applies to all learners taking certificated courses offered by National Star.

### 3. Statement

3.1 National Star will:

- Provide an appeals system that will ensure fair and reliable decisions free from discrimination.
- Use informal means to resolve queries relating to assessment before implementing the formal appeals procedure.
- Where appropriate, inform all students undertaking an accredited qualification, of National Star's appeals policy and procedure at the start of their course.
- Keep written records of all queries relating to assessment judgments.

3.2 All assessors must respond to any student queries by considering their original decision and giving further feedback to that student. Discussion between assessor and internal verifier should be an element of this feedback.

3.3 If a student believes that there is still an error that has not been rectified, they must make a written request to the relevant Head of Learning and Support, who will make the decision whether to refer to the appeals panel. The appeals panel will consist of the Principal and a Senior Education Manager, who must meet within fourteen days to

consider the appeal and notify the student in writing. Should the panel deny the appeal, the learner will be notified of their right to appeal directly to the relevant awarding body.

3.4 In the event of a student wishing to make an enquiry regarding the result of an external examination, they will be supported to submit an enquiry to the relevant awarding body by the Examinations Officer.

3.5 Students requiring support with any aspect of this policy should, in the first instance, request support from their course tutor or personal learning co-ordinator (or equivalent).

3.6 The policy will be available to staff and students on National Star's intranet.

#### 4. Relationship with other policies

- Internal Quality Assurance (Qualifications) Policy
- Assessment policy
- Equality Policy
- Equality Act 2010
- Children and Families Act (2014)
- Functional Skills/Essential Skills Policy
- Self Assessment Reports
- Relevant Awarding Body guidance documents for Quality Assurance, Internal Assessment and Verification

#### 5. Review

5.1 This policy will be reviewed in line with the policy schedule and presented to the board every three years.

Senior Manager responsible	Reviewed by	Approved by	Date approved	Next review date
COO/Principal	S Welch	M Saunders (Governors)	March 2022	February 2025