

## Northern Regional College Complaints and Appeals – Summary for Students

If you were to be assessed between 20 March 2020 and 31 July 2020, and if permitted by the awarding organisation, your College lecturers provided a 'centre assessment grade' (CAG) to the awarding organisation for you. Awarding organisations used CAGs and other information about the qualification, to determine a 'calculated grade' for you i.e. a final grade/mark. More information about the process can be found [here](#).

This summary explains what action you may take if you feel that your grade/mark has been unfairly arrived at, or, that the process used to reach the grade/mark has not been properly followed.

### **Appeals:**

An 'appeal' is if you are unhappy with an assessment grade/mark. Remember if you appeal a grade, it can go up, down or stay the same.

### Appealing grades/marks – not CAGs:

If you are unhappy with a grade/mark not determined through the CAG process, you should refer to the College's ['Student Assessment Appeals Policy'](#).

### Appealing CAGs:

- Students and/or their parents/carers cannot appeal directly to an awarding organisation, unless they can evidence that this is the **only** way to secure an effective appeal. They **must** first make their appeal to the College by discussing their concerns with College staff.
- Appeals cannot be submitted before the published results day. An appeal **must** be supported by evidence and **must** provide a clear explanation of the basis for the appeal in all cases.
- Appeals should be focused upon whether the process for CAGs was followed and should not query or second-guess the professional judgement of College lecturers i.e. CAGs cannot be appealed because you do not agree with a CAG submitted for you by the College. If you would like the opportunity to improve a grade you should speak to your lecturer about the options open to you.
- For GCSE and A-Level qualifications, an appeal may be considered on the basis of a mock examination result.
- Concerns about professionalism, including bias, discrimination or any other factor that suggests that the College did not behave with care or integrity when determining CAGs and/or rank order information, should normally be raised through the College's [Customer Complaint's Policy](#).
- The College will establish an Appeals Panel to look into your Appeal. It is the College Principal's decision as to whether to progress an appeal to an awarding organisation.
- Before authorising an appeal for submission to an awarding organisation, the College Principal **must** be able to demonstrate that the College has the written consent of all students on whose behalf they are appealing.
- Awarding organisations may apply a deadline for the submission of an appeal. For this reason, appeals against CAGs **must** be received by the College within 5 working days of the student receiving their result and **before Friday 4<sup>th</sup> September 2020**.
- Private candidates should contact the College to find out what appeal options are available to them – this will depend on the qualification being assessed.

If you are unhappy with a CAG you should:

- Complete CAG Appeals form by clicking [here](#). This should be e-mailed within 5 working days of receiving the result (and before 4<sup>th</sup> September 2020) to [quality@nrc.ac.uk](mailto:quality@nrc.ac.uk).
- The College will set up an Appeals Panel to look into your appeal.

Outcome of CAG Appeal:

- If an appeal against a CAG is **upheld** by the College, the appeal must be authorised by the College Principal and will be forwarded by the College to the relevant awarding organisation.
- If an appeal against a CAG is **not upheld** by the College, it will not be forwarded to the awarding organisation. You have a right to appeal this decision through the College's [Customer Complaint's Policy](#).

### **Complaints:**

A 'complaint' is if you are unhappy or dissatisfied with the content or delivery of your course, or if you are unhappy with any other aspect of the College's services. You are encouraged to resolve any issues informally with the relevant member of staff e.g. through discussion. However, if a resolution cannot be found, or if the complaint is sufficiently serious, you should refer to the College's [Customer Complaint's Policy](#).