

Grade Appeal Policy for Academic Year 2021-22

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1. Overview of the Policy

1.1 Who is the Policy for?

This Grade Appeal Policy (the Policy) is for our learners and UAL Approved Centres who are undertaking or delivering UAL Awarding Body (we, us, our etc.) qualifications. The Policy must be consulted by those who are looking to submit, or are involved in, a grade appeal at a UAL Approved Centre.

The Policy is also for UAL Awarding Body, our awarding body staff, and anyone involved in any activity undertaken by UAL Awarding Body. In line with regulatory Conditions, UAL Awarding Body must establish, maintain, and comply with a grade appeals process relating to all qualifications that we make available.

1.2 Scope and purpose

The Policy ensures that all UAL Approved Centres and learners are given the opportunity to have access to a fair and effective system for handling grade appeals. The Policy indicates what is considered grounds for a grade appeal, how it can be applied for, what to expect and how to request a review of that grade appeal should you not be happy with the outcome.

UAL Awarding Body has worked closely with UAL Approved Centres to quality assure learners' grades:

- Centres objectively review assessment evidence generated by learners
- Centres provide all learner work digitally to UAL where External Moderators then review a representative sample of that evidence. This is to ensure the grades provided by the centre are objective, accurate and based on valid and authentic evidence
- Grades are reviewed against national benchmarks
- Chief Examiners present the results by qualification to the UAL Board of Examiners for scrutiny
- Results are ratified by the Board of Examiners
- Results are released by UAL Awarding Body

Despite this rigorous quality assurance process, some learners may feel that their results do not reflect their ability and that there may have been an error with their result, in which case they can follow the process set out in this document to appeal their grade.

1.3 Definition of internally and externally assessed qualifications

For the Policy, the definitions of internally assessed and externally assessed qualifications are as follows:

Internally assessed qualifications – these qualifications are internally assessed by the centre and are subject to external moderation by UAL. The majority of UAL qualifications are internally assessed.

Externally assessed qualifications – these qualifications are externally assessed by UAL, so centres submit learner work directly to UAL for marking by UAL Awarding Body Assessors.

The following qualifications are externally assessed by UAL:

- UAL Level 3 Applied General Diploma in Art and Design 603/1457/6
- Year 1 of the UAL Level 3 Extended Diploma in Art and Design 603/1459/X. Please note that the second year of the UAL Level 3 Applied General Extended Diploma in Art and Design is subject to internal assessment by the centre.

1.4 Who can submit a grade appeal?

Only UAL Approved Centres can submit grade appeals on behalf of eligible learners. **Learners (or parents/carers) must lodge grade appeal requests with their centre.** Grade appeals can be made on behalf of learners by:

- Learner enrolled on a current UAL Awarding Body qualification
- Parent or carer of a learner under the age of 18 (or 25 for SEND) enrolled on a current UAL Awarding Body qualification. However, in these circumstances UAL Awarding Body will conduct checks to ensure compliance with the Data Protection Act 2018 and will require written consent from the learner
- UAL Approved Centre on behalf of a learner enrolled on a current UAL Awarding Body qualification.

1.5 Grounds for requesting a grade appeal

A learner can request a UAL Approved Centre to review their grade through the appeals process on the basis that they believe there has been an Administrative Error or Procedural Error.

Administrative Errors could be that:

- There are concerns that a UAL Approved Centre and/or UAL Awarding Body has entered an incorrect grade, which is different from the intended grade for the learner, on the final submission of grades to UAL Awarding Body
- There are concerns that a UAL Approved Centre and/or UAL Awarding Body has encountered a technical issue with the submission of the learner's grade which means the final grade has not been generated. For example, due to missing unit grades or registration issues
- There are concerns that UAL Awarding Body has encountered a technical issue with the processing of learner results submitted from a UAL Approved Centre
- There are evidenced concerns there has been a mistake.

Procedural Errors could be that:

- There are concerns that a UAL Approved Centre and/or UAL Awarding Body has not applied a Reasonable Adjustment correctly when awarding a grade
- There are concerns that a UAL Approved Centre and/or UAL Awarding Body has not applied a Special Consideration correctly when awarding a grade

- There are concerns that there was an error in the way the UAL Approved Centre and/or UAL Awarding Body followed or applied its procedures.

Important note: An appeal outcome may result in a higher or lower grade, or there may be no change.

There are no separate grounds for a grade appeal based on bias and discrimination. If a learner is concerned that the decision on their grade has been affected by bias or discrimination, they should appeal on the basis that there has been a Procedural Error in the determination of the grade, giving the reasons why they believe the grade is not an accurate reflection of the standard of their work. However, any concerns about wrongdoing or evidence of malpractice and maladministration can be emailed to quality.awarding@arts.ac.uk.

Important note: UAL Awarding Body's Quality Assurance process embeds measures to prevent malpractice and maladministration. IF you have a complaint or concern about suspected malpractice and maladministration, please review our guidance [here](#).

2. Responsibilities

2.1 UAL Approved Centre responsibilities

UAL Approved Centres have a responsibility to establish a process through which learners can appeal their grade if they feel there has been an error. The process must allow for the learner to request a Stage 1 appeal (see section 3.1) of internally assessed grades, and the facility to escalate this to a Stage 2 (see section 3.2) appeal to UAL Awarding Body, should the learner not be happy with the outcome at Stage 1.

UAL Approved Centres must also ensure that all grade appeals for externally assessed UAL qualifications (for example UAL Level 3 Applied General) are escalated by UAL Approved Centres directly to a Stage 2 grade appeal with the UAL Awarding Body.

2.2 UAL Awarding Body responsibilities

As an awarding body recognised by the UK qualifications regulators, we are required to comply with all Conditions of Recognition to ensure the qualifications we offer and award are fit for purpose, valid, accurate and reliable. UAL Awarding Body must establish, maintain and comply with a grade appeals process in relation to all qualifications which it makes available, which must provide for the appeal of the results of assessments, whether concerning internally or externally assessed qualifications.

In line with regulatory Conditions of Recognition I1, UAL Awarding Body must put in place clear arrangements for grade appeals to be given to learners undertaking UAL Awarding Body qualifications and must publish procedures detailing how a learner can request a grade appeal.

UAL Awarding Body will handle all evidence and data relating to grade appeal applications in line with the General Data Provision Regulation 2018. More information is outlined in section 5 of the Policy.

2.3 Communication of the Policy

UAL Approved Centres must inform all staff involved in the management, delivery, assessment and quality assurance of UAL Awarding Body qualifications of the provisions of the Policy. It is vital that all learners registered on UAL Awarding Body qualifications are also made aware of the contents of the Policy.

UAL will ensure that the Policy is communicated to all UAL Approved Centres via our website and through external communications.

3. Procedure

3.1 Stage 1 grade appeal

3.1.1 Step 1: The learner submits appeal to the centre

All learner grade appeals for internally and externally assessed qualifications must be directed to UAL Approved Centres. Internally assessed qualifications must be processed through the centres' internal appeals process. Grade appeals for qualifications that are externally assessed by UAL Awarding Body must be submitted directly at Stage 2 (see section 3.2). To submit a grade appeal learners must contact their centre directly and not UAL Awarding Body.

Learners can only appeal their grade based on the categories set out in section 1.5 of this document. Regardless of the basis of the grade appeal, learners must appeal directly to their centre.

3.1.2 Step 2: Centre review of learner

When a UAL Approved Centre receives a grade appeal for an internally assessed qualification, they are required to review all relevant records and check as a minimum that:

- The learner has provided a statement to support the grounds and basis of the appeal
- The marksheet submitted to UAL Awarding Body matches the intended grade
- The justification and assessment evidence support the grade awarded
- Any Reasonable Adjustment has been applied correctly
- Any Special Consideration has been applied correctly

Once a UAL Approved Centre has completed a Stage 1 grade appeal, if the learner is not happy with the outcome or the centre has upheld the grade appeal, a centre must complete the Grade Appeal form and submit this along with supporting evidence to the Quality Assurance and Enhancement team. For queries relating to Grade Appeals email gradeappeals.awarding@arts.ac.uk

Please note the deadlines for submitting a Stage 2 grade appeal are:

- Externally assessed qualifications (i.e. UAL Level 3 Applied General Diploma in Art and Design) - **1 September 2022**
- Internally assessed qualifications - **16 September 2022**

Grade appeals without completed forms and evidence will not be accepted. Grade Appeal forms will be made directly available to UAL Approved Centres.

Any grade appeals received after the deadline of 16 September may not be reviewed. It is important that a learner contacts their centre as soon as possible following the results release.

3.2 Stage 2 grade appeal

3.2.1 Step 1: UAL Review and Recommendation

Externally assessed qualifications deadline 1 September 2022

For externally assessed units i.e. UAL Level 3 Applied General Diploma in Art and Design, a review will also consist of a procedural check to ensure that the centre has followed UAL Awarding Body requirements. However, a re-mark may be required during the review of an externally assessed qualification grade appeal.

Internally assessed qualifications deadline 16 September 2022

The UAL Awarding Body Quality Assurance and Enhancement team evaluate the grounds of the grade appeal and the evidence provided from the centre. The review consists of a procedural check to ensure that the centre has followed UAL Awarding Body requirements.

For internally assessed qualifications UAL Awarding Body does not grade learner work. UAL Awarding Body quality assure the grade justification and evidence provided by the UAL Approved Centre when determining a grade.

All grade appeals received

The Quality Assurance and Enhancement team will review all grade appeals received by the published deadlines and aim to finalise a response on internally assessed qualifications by 30 September 2022, and 15 September 2022 for externally assessed qualifications. In some cases where a grade appeal is complex in nature it may exceed these deadlines, in which case UAL would notify the centre of any delay.

Upon submitting a grade appeal, UAL Awarding Body will not be able to provide you with updates on progress on a regular basis. Updates will be provided once an outcome has been determined.

3.2.2 Step 2: Appeal Panel Decision

Following the review outlined in section 3.2, the Quality Assurance and Enhancement Officer, or nominee, will present recommendations and evidence of valid grade appeals to the Appeals Panel. The Appeals Panel will have independent external representation and will scrutinise the evidence provided and confirm a decision.

There are three possible outcomes:

- The grade appeal is upheld - on the basis that the grounds and evidence justify the grade appeal, and the grade is amended (this could be amended up or down)
- The grade appeal is not upheld – on the basis that the grounds and evidence do not justify the grade appeal and the grade remains unchanged
- The grade appeal decision cannot be reached and is referred back to section 3.2.1 for further review

Once a decision by the Appeals Panel has been reached, the outcome of the grade appeal will be communicated by email within 2 working days of the panel, directly to UAL Approved Centres. UAL Approved Centres are responsible for communicating the outcome to the learner directly.

If a grade appeal decision cannot be reached by the panel the centre will be informed of any delay.

4. Grade appeal decision review request

If a learner is unhappy with the decision of the Appeals Panel, the learner can submit a grade appeal decision review request directly to UAL.

4.1 Stage 3 grade appeal outcome review

4.1.1 Step 1: Submitting a grade appeal decision review request

A request for a grade appeal decision review, must be made within 10 working days of receiving the outcome of the grade appeal and can only be submitted on the following grounds:

- Procedures through which the original issue was investigated were not followed
- The outcome is considered unreasonable
- New material evidence is produced

To request a review of a grade appeal decision, the Grade Appeal Review Request form must be completed. This can be requested, by the learner or parent or carer of a learner under the age of 18 (or 25 for SEND), by contacting the Quality Assurance and Enhancement team at gradeappeals.awarding@arts.ac.uk. The form must then be submitted to the Quality Assurance and Enhancement team via email at gradeappeals.awarding@arts.ac.uk.

Within 5 working days of receiving the Grade Appeal Review Request form the learner will be notified if the grounds for appeal have been met.

Grade appeal decision requests that do not state the grounds for appeal and/or are not supported by evidence, will be rejected.

4.1.2 Step 2: Review

The request will be reviewed by the Senior Quality Assurance & Enhancement Officer, or nominee, who will make a recommendation to the Associate Dean of Academic Standards, or nominee, and Head of Quality Assurance & Enhancement, or nominee, for a decision. Decision making staff are independent from the original appeal and are not part of the Appeals Panel.

The following will be scrutinised as part of an Appeal Decision Review:

- Procedures through which the original issue was investigated were not followed
- The outcome is considered unreasonable; or
- New material evidence is produced, which they were not able to disclose for valid reasons during the original investigation.

4.2 Step 3: Decision

The final decision will be communicated by a Quality Assurance and Enhancement Officer within 10 working days of receipt of the grade appeal review request, by email, directly to the learner or parent or carer of a learner under the age of 18 (or 25 for SEND). The following outcomes are possible:

- The grade is upheld
- The grade is not upheld

This decision by UAL is final and binding. Please review section 5.3 Where to go next, if you are unhappy with the outcome of the UAL decision.

5. Other related information

5.1 Confidentiality and GDPR

UAL Awarding Body are committed to protecting your privacy and being transparent about how your data is processed. We process personal data in accordance with our UAL Awarding Body [Transparency Notice](#), sometimes referred to as a 'Privacy Notice'. This sets out our data processing practices and your rights and options regarding the ways in which your personal information is used and collected, in line with the General Data Protection Regulation (GDPR). If you have a query about the way in which we process your data, contact information is provided at the end of the Transparency Notice.

5.2 Equality

UAL Awarding Body believe that equality and diversity is integral to our inclusive curriculum, our creative innovation, our global reputation and the richness of UAL Awarding Body. UAL Awarding Body is committed to addressing inequality and celebrating diversity in order to sustain an accessible and inclusive environment for all learners, centres, governors, visitors, community and commercial partners with whom we engage. For more information about accessibility please review our accessibility statement [here](#).

5.3 Where to go next

Those who have followed and exhausted the UAL Awarding Body Grade Appeal Policy and are still dissatisfied with the outcome may contact the appropriate qualification regulator listed below:

- [The Office of Qualifications and Examinations Regulation \(Ofqual\)](#)
- [Council for Curriculum Examination and Assessment \(CCEA\)](#)
- [Qualifications Wales \(QW\)](#)

5.4 Related documents

The following are UAL Awarding Body policies which relate to this Grade Appeal Policy:

- [Malpractice and Maladministration Policy](#)
- [Complaints and Concerns Policy](#)

- [UAL Awarding Body Transparency Notice](#)
- [UAL Accessibility Statement](#)

Appendix

Links to regulatory Conditions

UAL Awarding Body is required to comply with all Conditions of Recognition produced by the three UK qualifications regulators: Ofqual, Qualifications Wales and CCEA Regulation. The Policy is underpinned by the below regulatory Conditions:

Regulatory body	Relevant Condition
<u>Ofqual</u>	H6 – Issuing results
<u>Qualifications Wales</u>	I1 – Appeals process
<u>CCEA Regulation</u>	I2 – Compliance with Ofqual/Qualifications Wales/CCEA’s appeals and complaints process