

ITALIA CONTI

Academic Appeals Policy

Approved by: Policy Steering Group	1 st September 2025
Reviewed by:	Head of Quality Assurance
Checked by:	Course Leader, Trinity Diplomas Policy Steering Group
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This policy will be reviewed and approved by the Policy Steering Group annually.

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Appeals procedure for assessments

1. Statement

It is the policy of the Italia Conti to ensure that student assessments are fair, realistic and transparent. If any student wishes to question a specific assessment, the procedure detailed in this policy should be followed.

2. Scope

This policy relates to students studying on Further Education courses at Italia Conti, including those registered on Trinity Diploma and ISTD DDE courses.

Higher Education students registered with Partner universities should refer to the relevant university Academic Appeals Process, which will clarify the grounds against which a student registered on a course with UEL can appeal against the decision of an assessment board.

Students studying at the **University of East London (UEL)** should refer to the UEL Academic Appeals Process:

<https://uel.ac.uk/about/governance/student-appeals>

Students studying at the **University of Chichester** should refer to the [Academic Regulations and Academic Appeals procedures](#).

Students cannot appeal against academic judgements through the Italia Conti Disciplinary Policy.

3. Aims

- To enable the learner to enquire, question or appeal against an assessment decision.
- To attempt to reach agreement between the learner and the Assessor at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness.
- To facilitate a learner's ultimate right of appeal to the Awarding Body and the Office of the Independent Adjudicator), where appropriate.
- To protect the interests of all learners and the integrity of the qualification.

In order to do this, Italia Conti will:

- inform the learner at induction, of the *Academic Appeals Policy* and procedure;
- record, track and validate any appeal;

- forward the appeal to the Awarding Body when a learner considers that a decision continues to disadvantage her/him/them after the internal appeals process has been exhausted;
- keep appeals records for inspection by the Awarding Body for a minimum of 18 months;
- have a staged appeal procedure;
- take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results;
- monitor appeals to inform quality improvement.

Italia Conti will inform learners about the appeals process during induction. Information will also be made available to learners in their Course Handbook.

4. Appeal Process

Stage 1: informal resolution

Assessment appeals in the first instance should be dealt with between the student and the Assessor concerned. Informal discussion of the areas of dispute will hopefully lead to a resolution of the matter.

Should an appeal be lodged, this would have to adhere to the current assessment rules and regulations laid down by the relevant awarding body.

Stage 2: written appeal to Course Leader

If resolution has not been achieved, a written appeal should be submitted to the Course Leader. The Course Leader will then investigate the appeal with the student and Assessor concerned and record the outcome formally.

Stage 3: written appeal to CEO

If resolution is not achieved in these circumstances a written appeal should be submitted to the CEO.

The CEO will then investigate the appeal with the student and Assessor concerned and record the outcome formally.

Italia Conti will take appropriate action to protect the interests of other learners and the integrity of the qualification when the outcome of an appeal questions the validity of other results.

Stage 4: external (JCQ Guidelines)

If resolution is not achieved in these circumstances, the procedure from the relevant awarding body will be followed, this will be informed by any guidelines regarding appeals published by the JCQ. These are available from the JCQ website at: <https://www.jcq.org.uk/>.

Italia Conti will forward the appeal to the relevant awarding body if a learner considers that a decision continues to disadvantage her/him/them after the internal appeals process has been exhausted.

5. Recording and monitoring

A record of all appeals against assessment must be maintained at each stage of the process.

Records of appeals against assessment will be monitored on a termly basis via the Academy Quality Board in order to inform Quality Improvement.

Records of appeals are maintained for a minimum of 18 months, and are available for monitoring by the awarding bodies, JCQ and the OIA (HE).

6. Linked Policies

Academic Misconduct Policy

ALS Policy

Complaints Policy

Extenuation Policy and Procedure

HE Disability Policy

SEND Policy

Support through Studies (Fitness to Train)

<https://uel.ac.uk/about/governance/student-appeals> (For students registered with UEL)

[Academic Regulations and Academic Appeals procedures](#). (For students registered with the University of Chichester).

END