

Newcastle University

National Professional Qualifications

Assessment Appeals Policy

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Part A - Queries and Appeals

1. Purpose

- 1.1 The purpose of this section is to set out how **queries** and **appeals** relating to the assessment of National Institute of Teaching (NlOT) National Professional Qualifications (NPQs) will be handled.
- 1.2 It details the process whereby queries and appeals are dealt with fairly and promptly.

2. Scope

- 2.2 It covers appeals relating to the assessment of all NPQ programmes delivered by the NlOT, which are assessed by Newcastle University. It also applies to cases where the cause of appeal relates to participation metrics, e.g. a participant believes there has been an administrative, procedural or technical error in recording engagement.

3. Who can make a query or an appeal?

- 3.1 Any participant who has undertaken an assessment relating to a NlOT NPQ may submit a query or appeal to the assessment authority.

4. Definitions

- 4.1 **Query.** A query for the definition of this procedure is a question or an expression of doubt about the assessment process or outcome for NlOT NPQs.
- 4.2 **Appeal.** An appeal is a formal request to reconsider a decision made by the NlOT assessment authority, Newcastle University, which is charged with making decisions on participant's NPQ assessment results.

5. Procedure

- 5.1 **Fairness.** All participant queries and appeals relating to assessment will be investigated thoroughly, fairly and within a reasonable timeframe. To ensure fairness and impartiality all queries and appeals will be considered by those without prior connection to the participant including marking their submission.
- 5.2 **Confidentiality.** All NlOT colleagues and participants involved in the investigation of a query or appeal have a duty of confidentiality to the participant and to each other. This means that all parties should refrain from discussing the case with anyone other than people who may be deemed to have a legitimate need to know. By submitting a query or appeal, participants are giving permission for relevant NlOT and Newcastle University staff with a legitimate business need to access their documentation, including any written communication between the appellant and the Newcastle University assessment team
- 5.3 **Queries.** If a participant wishes to raise a question about the assessment process or their assessment outcome, which does not amount to an appeal, they should do so by emailing npqassessment@newcastle.ac.uk in the first instance. Their query will be dealt with by the Lead Moderator, in consultation with the Assessment Lead where appropriate.

- 5.4 Queries will be responded to through additional feedback to clarify the award of marks.
- 5.5 **Appeals.** If a participant remains dissatisfied with the answer to their query and wishes to escalate it to an appeal, or if they want to initiate an appeal at the outset, they are to complete a Newcastle University Appeals form, citing the reason for the appeal. This form is to be submitted to npgassessment@newcastle.ac.uk. The Appeals form can be found via [this link](#).
- 5.6 If a participant decides to appeal following their first submission of their NPQ assessment, this does not affect their right of one resubmission/resit of their assessment at a future assessment window.
- 5.7 **Timeframe. An appeal against any assessment decision must be submitted within 10 working days of receipt of the result.** All assessment queries and appeals will be acknowledged and referred to the appropriate person within 36 working hours.
- 5.8 All appeals will have an initial decision **within 30 working days of receipt**. In the unlikely case that the investigation takes longer, the appellant will be informed.
- 5.9 Where a query is not resolved satisfactorily, the participant can escalate their query to an appeal.
- 5.10 **Grounds for appeal.** An appeal can be lodged on the basis of:
- procedural irregularity;
 - unreasonable decision.
- 5.11 An appeal must include justification for claiming that one of the above grounds apply. The appeal may be rejected if this requirement has not been met. **N.B.** This justification cannot include feedback relating to the appellant's engagement in the programme itself: such evidence will not be considered by the panel.
- 5.12 **Department for Education.** The Department and/or its External Body working on its behalf will be the final arbiter if all processes internal to the NIoT have been exhausted. The NIoT shall endeavour to resolve appeals within a reasonable time period, and the Department expects internal procedures would take no longer than 3 months from the date the appeal is submitted by the participant. (see 5.7, 5.8).
- 5.13 The associated cost of handling any appeals will be borne by the NIoT or Newcastle University as agreed on a case by case basis between the two bodies.

6. Roles and responsibilities

6.1 Newcastle University Lead Moderator

- To provide an initial response to queries;
- In consultation with the Assessment Lead, to review grounds for appeal and assessment decisions in the event of an appeal; and
- to make a recommendation to the Newcastle University Assessment Lead.

6.2 Newcastle University Assessment Lead

- to provide oversight of all queries and appeals;

- to arrange for the Newcastle University Appeals Panel;
- to progress the appeal through the Appeals Panel;
- to consider and approve/amend Lead Moderator's recommendation;
- to include their own recommendation in the appeals panel documentation.

6.3 **Appeals Panel.** Led by Newcastle University, with at least one moderator and one colleague from NIoT. Each appeal panel will be formed by at least three and a maximum of five members.

- to review all appeals documentation, including the appellant's submitted assignment
- to consider the Assessment Moderator and Assessment Lead's recommendation;
- to make an independent decision and agree wording of report to appellant;
- for the chair to communicate the outcome in writing to the appellant (via NPQ team)
- where necessary, to escalate appeals to the NIoT panel.

6.4 **Department for Education**

- The Department and/or its External Body working on its behalf will be the final arbiter if all NIoT internal processes have been exhausted.

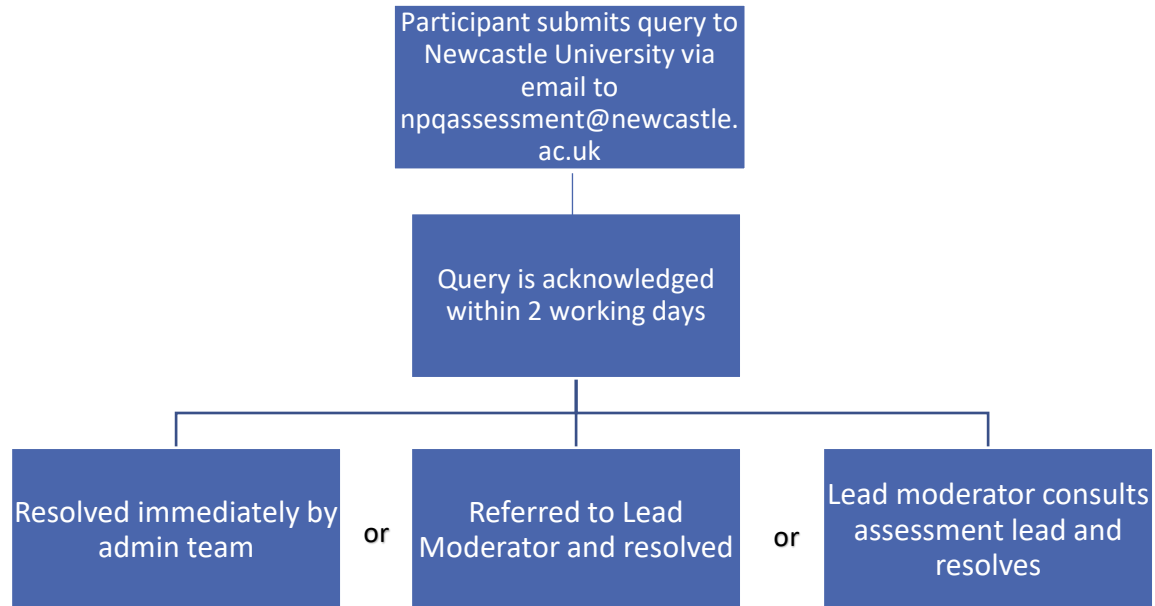
7. Monitoring

7.1 The Assessment Lead at Newcastle University will make a report to the NIoT Governance Board of all queries and appeals investigated under this policy after each assessment window, including:

- the number of queries made, and whether queries were resolved satisfactorily;
- the number of appeals made, and whether they were upheld or rejected;
- the nature of the matters raised and any remedial action recommended and taken.

7.2 The DfE is to be kept informed of any appeals and the outcome.

Annex A - Assessment Query Process



Annex B – Assessment Appeals process

