



**Metron College**

**Appeals Policy**

**May 2023**

## 1. Introduction

This policy is aimed at learners who are enrolled on Metron approved qualification, certification or unit.

We recognise that problems, disagreements and disputes can occur. In order to ensure that these events are resolved promptly Metron College has the following appeals policy in place. It is also for use by Metron staff to ensure they deal with all appeals in a consistent manner.

## 2. When can I appeal?

- If a learner believes that Metron College did not apply procedures properly, fairly or consistently in relation to the assessment decision
- If a learner disagrees with our decision on the allocation of reasonable adjustments or special consideration
- If a learner disagrees with the action taken against them following an investigation into malpractice
- If a learner believes there were errors with the question paper that impacted the result

Please note that Metron College will not accept appeals if the only grounds are that the learner is unhappy or disappointed with the result. In these circumstances we suggest that the learner speak to the tutor to get feedback on areas where they could improve.

If the learner is looking for their mark to be reviewed due to sickness or other extenuating circumstances that took place at the time of the examination, please see the **Access Arrangements, Reasonable Adjustments and Special Considerations Policy**.

The learner must submit notice of an appeal within **20 working days** of the assessment/examination result being released. Any appeals received after this date will be reviewed on a case by case basis and may be allowed to proceed if there are extenuating circumstances as to why the appeal was not submitted within the required timeframe.

## 3. Process for writing an appeal

In the first instance please always speak to your tutor to understand the reason for your result and any facts that will help you before making an appeal.

If you feel you need to make an appeal, all appeals must be submitted within 20 working days of the assessment or examination result date. Metron College will acknowledge receipt of the appeal within 5 working days. Once the appeal has been received, details will be directed to the relevant team for an investigation to take place.

#### 4. What details do I have to give?

The Learner Appeals Form can be completed on your online student portal. If you are having difficulties accessing this for any reason, please email [admin@metroncollege.com](mailto:admin@metroncollege.com) to request a copy/link to the **Learner Appeals Form**. This form is available to capture all required information and may be requested as part of the appeal.

When submitting an appeal please provide us with:

- full name
- Metron College student ID
- examination/assessment date
- examination title
- grounds/details of the appeal

**END**