

## Appeals Policy

West London Vocational Training College hereinafter has been referred to as college:

1. Students have right to appeal to the college to review of the following decisions :
  - a. Assessment / exams decisions
  - b. Progression to next level
  - c. Withdrawal from the college due to not satisfying attendance requirements.
  - d. Admissions
  - e. Administrative or procedures matters
  - f. Refund of charges or penalty
  - g. Any other matter which may be permitted by the Vice Principal
2. Appeals must be clearly identified as such, and must include your name, student/application number, and the reference of communication from the college, if any. It must state explicitly the grounds of the appeal.
3. The appellant will not be at any disadvantage if he makes any appeal against any of the matter to the college.
4. Appeal must be made in writing, within 15 days of the original bill date or letter from the college regarding decision in regard to the above matters.
5. If the appeal can not be settled by the Vice Principal within 7 days by mutual discussion or any other informal manner, it will be forwarded to the Appeals Committee.
6. Appeals Committee will comprise of at least two staff members which will be appointed by the Vice Principal and one of them may be Vice Principal. Vice Principal is responsible for providing necessary information and training to the committee members for timely and proper resolution of the appeal.
7. Appeals Committee will decide the outcome of the appeal on the basis of written evidence, witnesses and circumstances of the matter keeping in view the existing policies of the college, the requirement of the accreditation body and other guidelines issued from time to time.
8. The Appeal Committee will meet as needed. All decisions or requests for more information will be sent to the students by email or post. The student will be

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required to submit any requested information within the specified time period of the request.

9. If the appeal confronted with the requirements of the accreditation body, it will be decided in consultation with the concerned accreditation/awarding body.
  - i. The Appeal Committee will not make any decisions that contradict academic information. All Offices will work to keep financial and academic information consistent.
  - ii. If an appeal is approved, the Committee will decide what action is to be taken. The decisions of the Appeals Committee will be final and binding upon the appellant and the college.
  - iii. In case the appeal is regarding the assessment / exam results and the appellant is not satisfied with the decision of the college, he can submit his appeal directly to the accreditation/awarding body for resolution through the appeal procedure of the respective awarding body.
10. A student will be required to follow the procedure given below if he wishes to appeal to Association of Accounting Technicians regarding exam and skill tests :

### **Exam Enquiries / Computerised Exams:**

- i. Students who wish to query their AAT exam result may apply to have their paper reassessed through AAT enquiries and appeals procedure.
- ii. A student's query will need to be backed by confirmation from their training provider stating that the student was confidently expected to be assessed as competent in the subject.
- iii. A fee is payable by the student for this service to AAT, and this fee is subject to an annual review; if the appeal is successful, the fee is refunded.
- iv. A decision is normally provided within one month of receipt of the query by the Exams section.
- v. An exam/project query application form is available on request by emailing [appeals@aat.org.uk](mailto:appeals@aat.org.uk).

### **Computerised Project:**

- i. If a student disagrees about the assessment, he can request a second assessor to review the skills test. If it remains unresolved, the matter should be referred to IQAM or Internal verifier.
- ii. Students who feel that their performance is not reflected in their simulation result can go through the AAT simulation enquiries and appeal procedure. This document is available from the Centre Support section and offers advice and guidance for approaching and implementing this procedure.

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iii. An exam/project query application form is available on request by emailing [appeals@aat.org.uk](mailto:appeals@aat.org.uk).

11. For Enquiries and Appeals concerning other awarding bodies, please follow the appeal procedure as given on the respective website of the awarding body.

### **External Reference and mapping documents:**

UK Code of Higher Education Oct-2013	B9 Academic appeals and student complaints and centre guidance of Accreditation bodies
AAT :	Student Guide