

A13 Academic Appeals Policy

A13.1 Our academic appeal policy and procedure align with the Good Practice Framework for handling appeals (OIA, 2022). However, we may vary this in the interests of fairness, health and safety, or reasonable adjustments related to disability. If we vary the procedure, we will explain the reasons to you.

A13.2 An academic appeal is a request for the College to reconsider a decision made at an Assessment Panel or Progression and Awards Panel. These decisions relate to module and programme outcomes (B3, B4).

A13.3 You may also use this process to appeal decisions made through the Exceptional Circumstances (A6) or Fitness to study (A8) procedures.

A13.4 Before submitting an academic appeal, we recommend reaching out to Student Support, who can help you understand the process.

A13.5 You can submit an academic appeal if you believe that one of the following applies:

- There were procedural errors in the assessment process.
- There was bias or a reasonable perception of bias in the assessment process, meaning your work was not impartially assessed on its merits.
- You had valid Exceptional Circumstances (A6) that you could not disclose before the assessment.
- The outcome of your Exceptional Circumstances application (A6) is unreasonable given the facts of the case.
- The outcome of a fitness to study proceeding (A8) is unreasonable given the facts of the case.

A13.6 You cannot appeal against matters of 'academic judgment.' We will reject any appeals in this category. Academic judgment refers to decisions requiring the opinion of an expert academic, such as assessment marks, teaching and learning methods, or learning outcomes. It is not possible to award additional marks for an assessment through this process.

Informal Stage

A13.7 Before progressing to an academic appeal, you should raise any concerns about an Assessment Panel decision with your tutor or Module Leader, who will provide clarification on the College's assessment process.

A13.8 If you remain dissatisfied after this clarification, you can proceed to the formal appeal stage.

Formal Stage

A13.9 Appeals against decisions made through the Exceptional Circumstances and Fitness to Study procedures must be submitted within the timelines specified in the individual policies.

A13.10 Appeals against module or programme results can be submitted after the Assessment Panel or Progression & Awards Panel has confirmed the module or programme outcome.

A13.11 You must submit a formal academic appeal within 10 working days of receiving your transcript by using the relevant form on ServiceNow. If you miss this deadline, you will need to provide a valid reason, supported by evidence, explaining why you were unable to submit on time. If you cannot complete the form or require a reasonable adjustment to the process, please contact Student Support.

A13.12 You should include independent evidence to support your appeal request. Appeals submitted without evidence are less likely to succeed. If you are waiting for evidence, such as a doctor's note, submit your appeal within the normal timeline and inform us when your evidence will be available.

A13.13 We will acknowledge your academic appeal within five working days of receipt and forward it to the Registrar.

A13.14 We will investigate your appeal to understand your circumstances. This investigation may include:

- Asking you to provide more information or evidence.
- Requesting staff to provide information or evidence.
- Reviewing the minutes of the Assessment Panel or Progression and Awards Panel.
- Convening an Academic Appeals Panel.

A13.15 We may need to share information about your circumstances with relevant staff members for consideration of the academic appeal.

Academic Appeals Panel

A13.16 The Registrar will convene an Academic Appeals Panel if your appeal is particularly complex, or if there is a benefit to discussing issues with you face-to-face.

A13.17 The Registrar will chair the Academic Appeals Panel, which will include two members of the Academic Team not directly involved in your case, who will advise the Registrar.

A13.18 If we convene an Academic Appeals Panel, you will be expected to attend. We will provide you with seven working days' notice of the date and agenda, and you may bring someone to the meeting for support. Your supporter should not be a legal representative.

Academic Appeal Outcomes

A13.19 At the end of the Academic Appeals Panel or the Registrar's consideration of your case, they will decide on one of the following outcomes:

- To **uphold** the academic appeal, in which case they will recommend a new decision to the Assessment Panel or Progression and Awards Panel.
- To **reject** the academic appeal, in which case the original decision stands.

A13.20 The Registrar will communicate the outcome of your appeal in writing to the email address in our student records system within 30 working days of receipt of your appeal. This communication will include information about your right to request a review.

Review Stage

A13.21 If you disagree with the outcome of your academic appeal, you can request a review of the decision if you believe that one of the following applies:

- A procedural irregularity or administrative error affected the Registrar's consideration of your appeal.
- The decision of the Registrar is unreasonable given the facts of the case.
- You have new material evidence that, for a valid reason, you were unable to provide in your original appeal application.

A13.22 You must submit a review request within 10 working days of the date of the outcome letter by emailing registry@collegalpractice.com, outlining the grounds for your review and the supporting evidence. If you miss this deadline, you will need to provide a valid reason, supported by evidence, explaining why you were unable to submit on time.

A13.23 The Chief Operations Director is responsible for considering review requests. They will determine whether the grounds for review have been established and what action we need to take. A review will not normally consider the issues afresh but will evaluate how the academic appeal was considered.

A13.24 The review process typically takes 10 working days, and at the end of the review, we will send you a Completion of Procedures Letter. This letter confirms that our internal appeals process has concluded and provides information about the Office of the Independent Adjudicator complaints scheme.

External Review

A13.25 We subscribe to the Office of the Independent Adjudicator's (OIA) complaints scheme. You may request a review of our handling of your academic appeal by the OIA after the review process has concluded. Please refer to the OIA website for more information about submitting a complaint: [OIA Website](#).

Reporting

A13.26 To ensure we learn from academic appeals and improve our practices, the Registrar will prepare an annual summary of academic appeals for the Academic Committee and the Board.