

## Higher Education Appeals Policy and Procedure

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Policy owner:	Assistant Principal of Curriculum		

### Approval required

SMT Y/N	Y	SMT approved/review date	August 2024
Governor Y/N	N	Governor approved date	N/A

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### Changes made

Version	Author	Date	Section	Changes summary
2	Assistant Principal of Curriculum	July 23	Whole	Transferred to new policy template
3	Assistant Principal of Curriculum	June 24	Whole	Roles and meeting titles updated. Review cycle changed Review schedule changed

# Higher Education Appeals Policy and Procedure

## Introduction

This policy applies to all students studying Higher Education courses at Craven College.

As defined by the Office of the Independent Adjudicator (OIA), “*an appeal is a request for a review of a decision of an academic body charged with making decisions on student progress, assessment and awards*”.

The following details how the objectives of this policy will be met and identifies:

1. Purpose
2. Scope
3. Responsibilities
4. Communication
5. Implementation
6. Monitoring
7. Associated Documentation

## 1. Purpose

The Higher Education Appeals Policy and Procedure seeks to deal with student appeals in a timely fashion. There is no right of appeal against academic judgements, however all students have a right of appeal against the decision of the Board of Examiners (BoE).

## 2. Scope

This policy will apply to all students studying higher education courses at Craven College.

The Higher Education Appeals Policy and Procedure has been written to meet the expected standards of the [OIA Good Practice Framework](#).

## 3. Responsibilities

- The Quality & Compliance Lead has responsibility for the administration of the appeals procedure through the six stages
- The Assistant Principal for Curriculum has responsibility for applying this policy fairly and accurately for the review of all appeals
- Members of the HE Academic Board will be chosen to form an appeals panel that has responsibility for applying this policy fairly and accurately

## 4. Communication

- The Higher Education Appeals Policy and Procedure will be published on a standardised template

- The Higher Education Appeals Policy and Procedure will be reviewed by the HE Manager and the Quality & Compliance Lead, before being passed to the Assistant Principal for Curriculum for escalation through the approval process
- This policy will apply to all students studying Higher Education courses at Craven College. It will be the responsibility of the Quality & Compliance Lead to communicate the content of the policy with relevant staff and all Higher Education students
- This policy will be published on the College's intranet and website

## 5. Implementation

The Higher Education Appeals procedure seeks to deal with student appeals in a timely fashion. With this in mind the student may also wish to discuss the nature of their appeal with the Quality & Compliance Lead to help them decide the best way forward. See [Appendix 1](#) for the procedure

Should they wish to continue, the following advice and guidance will help the process.

Students should also refer to the [Good Practice Framework for Handling Complaints and Academic Appeals](#) published by the Office of the Independent Adjudicator.

The following are not normally considered to be legitimate grounds for appeal:

- Where a student questions the exercise of academic judgement, that is, the decision made by academic staff on the quality of the work itself
- Where a student disagrees with the conclusions reached by the panel which considered their additional consideration, unless further evidence can be provided
- Lack of awareness or knowledge of the relevant regulatory framework
- Lack of awareness or knowledge of the requirements for the submission of additional consideration

Criteria for appeal may include:

- Evidence that was not brought to the attention of the relevant Board of Examiners or Panel at the time of their decision, that would have led them to a different decision; and there is good reason why the evidence was not presented at the appropriate time
- Demonstrable procedural irregularities in the conduct of the assessment process of such a nature as to cause reasonable doubt as to whether the result would have been different if they had not occurred
- Evidence of prejudice or bias on the part of one or more of the examiners and/or member of the relevant Board of Examiners or Panel

## 6. Monitoring

- The number of appeals and their outcome will be monitored annually and reported to the HE Academic Board
- The number of completion of procedures letters will be monitored annually and reported to the OIA

## 7. Associated Documentation

[Higher Education Appeals Form](#)

## **Appendix 1: Higher Education Appeals Procedure**

The student initially raises their concern regarding the decision of the Board of Examiners or Panel with the Course Tutor, who will inform the Quality & Compliance Lead as soon as possible after the decision (either provisional or confirmed) is received, normally within 5 working days

### **Stage 1**

The student submits the Higher Education Appeals Form (see [appendix 2](#)) to [HE@craven-college.ac.uk](mailto:HE@craven-college.ac.uk) within 15 working days of notification of the decision of the Board of Examiners or Panel, attaching the full appeal case and any supporting evidence. The Quality & Compliance Lead will schedule the initial review and inform the validating university or awarding organisation (if applicable) of the Appeal.

### **Stage 2**

The Assistant Principal of Curriculum and the Head of Quality & Professional Development (or nominee, drawn from the Academic Board) will conduct an initial review of the appeal and decide whether it will be heard by an Appeal Panel.

The review will find:

- The appeal will not be heard.  
The appellant is informed of the decision and the reasons for the decision. The validating university or awarding organisation (if applicable) will be informed. If the appellant is dissatisfied, he or she may write to the validating university or awarding organisation within 10 working days of the decision not to hear the Appeal, setting out why he or she believes the appeal should be heard. The decision of the validating university or awarding organisation will be final.
- The Appeal will be heard.  
The appellant is informed of the decision and the reasons for the decision. The validating university or awarding organisation (if applicable) will be informed.

### **Stage 3**

The Appeal Panel will be convened, hear the case, and reach a decision. The Appeal Panel will be chaired by the Higher Education Manager or nominee and attendees will be drawn from the HE Academic Board. The appellant will be invited to attend the hearing of the appeal. A record of the hearing will be forwarded to the validating university or awarding organisation (if applicable) within 7 working days.

### **Stage 4**

The decision of the Appeal Panel will be conveyed to the appellant in writing. If the appeal has been wholly or partially upheld, the appellant may request a 'Completion of Procedures' letter if they do not want to progress the appeal any further.

Where the Appeal Panel determines that the Appeal should be upheld, it will declare the decision against which the appeal was lodged invalid and make one or more of the following decisions as appropriate:

- I. The relevant Board or Panel be required to reconsider its decision in light of the evidence presented:

- a. In the case of a decision resulting from assessment of a piece of coursework, dissertation, project or similar, the student be permitted to submit a fresh piece of work within a deadline determined by the Appeal Panel and for a fresh decision to be made on the basis of its fair assessment.
  - b. In the case of a decision resulting from an examination mark, the student be entitled to sit a further examination as a first attempt (or second attempt if the appeal is against a resit mark)
  - c. The student be reinstated and permitted to proceed with their programme of study
  - d. Another decision be made as the Appeal Panel deems appropriate (subject to point III below, they cannot be empowered to award any credit or qualification)
- II. Any decision detailed above may be accompanied by guidance from the Appeal Panel to the relevant Board/Panel
  - III. The Appeal Panel will not be empowered to award any credit or any other qualification (including achievement of progression requirements) or raise or lower a mark or degree classification.
  - IV. The Appeal Panel will be empowered to make any additional recommendation relating to issues arising from the appeal as it deems appropriate, for example, advice for the future on the way any similar decision-making process is conducted.

### **Stage 5**

If the appellant is dissatisfied with the decision made by the College, he or she may submit a request in writing to the validating university or awarding organisation that the decision of the Appeal Panel be reviewed. Such a request should be submitted within 10 working days of the notification of the outcome of the decision of the Appeal Panel. The validating university or awarding organisation will review the case and decide upon it. The decision of the validating university or awarding organisation will be final.

Students enrolled on University of Hull awards, may appeal to the University of Hull Student Cases Committee. [scc@hull.ac.uk](mailto:scc@hull.ac.uk)

Students enrolled on Pearson awards may appeal to [vocationalqualitystandards@pearson.com](mailto:vocationalqualitystandards@pearson.com)  
The process will automatically move to stage 6.

Students enrolled on NCFE awards must ask the College to submit an appeal on their behalf.

### **Stage 6**

A 'Completion of Procedures' letter will be issued.

An appellant who remains dissatisfied may take his or her case to the Office of the Independent Adjudicator of Higher Education (OIA). The OIA runs an independent scheme to review student complaints. Craven College is a member of this scheme. Students can find more information about making a complaint to the [OIA](#), what it can and can't look at and what it can do to put things right.

## 8. Appendix 2: Higher Education Appeals form

### Initial Review

Case Reviewed by: (or nominee, drawn from the HE Academic Board)	Assistant Principal of Curriculum:	Name:
	Head of Quality:	Name:

### Decision

<b>Appeal not to be heard</b> Rationale for decision:	
<b>Appeal to be heard</b>	
Signature	Date
Signature	Date

### Action to be taken

Inform student that the appeal will not be heard and the rationale	Date completed:
Inform student and convene Appeals Panel	Date completed:
Awarding organisation informed	Date completed:

### Appeal Panel

Panel Chair:
Panel Member(s):
Date:
Discussion and rationale for decision:
Decision:
Signature of Chair:
Date:
Signature of Panel member:
Date:
Student Informed by:
Date:
Awarding Organisation informed by Quality & Compliance Lead:
Date: