

Higher Education Appeals Policy and Procedure

Formal Review Cycle:	Annual		
Latest Formal Review (month/year):	2018-11	Next Formal Review Due (month/year):	2019-11
Policy Owner:	Vice Principal, Curriculum & Quality (ST)		
Impact Assessed by:		Impact Assessment Date:	

APPROVAL REQUIRED:

SMT Y/N	Y	SMT Date approved:	2018-11-07		
Governor Y/N	N	Committee:		Governor Date approved:	

PUBLICATION:

Website Y/N	Y	Intranet Y/N	Y	Student VLE Y/N	Y	Other:	
Area/s of Staff Intranet:		HE, Quality					

1 Policy description:

The Higher Education Appeals procedure seeks to deal with student appeals in a timely fashion. With this in mind the student may wish to discuss the nature of their appeal with the Senior Academic Quality Officer (HE) to help them decide the best way forward. Should they wish to continue the following advice and guidance will help the process.

Formal Appeal

There is no right of appeal against academic judgements, however all students will have a right of appeal against the decision of the Board of Examiners (BoE). Criteria for appeal would include but are not limited to:

- an administrative error
- procedural irregularity
- circumstances that the BoE was unaware of at the time the decision was taken

The College aims to deal with any appeals promptly and fairly. Tutors and/or Student Support Services staff may provide students with advice and guidance at any stage of the procedure. The College will follow Stages 1 – 4 of the procedures outlined below, however where a student is not satisfied with the decision they may appeal to the Validating University (awarding organisation).

2 Supporting documentation:

- HE Assessment Appeals Form

3 Contents

The student initially raises their concern regarding the decision of the Board of Examiners with the Module/Course Tutor, who will inform the HE Sector Tutor (HEST), as soon as possible after the decision (either provisional or confirmed) is received, normally within 5 working days¹.

Stage 1

The student submits the HE Assessment Appeals Form to the Senior Academic Quality Officer (HE) within 15 working days of notification of the decision of the Board of Examiners, attaching the **full appeals case** and any supporting evidence. Validating University (awarding organisation) will be informed of the Appeal.

Stage 2

The Vice Principal Curriculum and Quality and Head of Quality (or nominee, drawn from the HE Scheme Management Board) will conduct an initial review of the appeal and decide whether it will be heard by an Appeals Panel. The review will find:

either

i. The appeal will not be heard. The appellant is informed of the decision and the reasons for the decision. The Validating University (awarding organisation) will be informed. If the appellant is dissatisfied, he or she may write to the Academic Registrar (or equivalent) of the Validating University (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 Academic Registrar (or equivalent) will be final.

or

ii. The decision is to hear the Appeal.

¹ Working days are Monday to Friday term-time

Stage 3

The Appeals Panel will be convened, hear the case and reach a decision. The Appeals Panel will be chaired by the Higher Education Business & Development Leader or nominee and attendees will be drawn from the HE Scheme Management 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 (awarding organisation) within 7 working days.

Stage 4

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

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 body² that the decision of the Appeals Panel be reviewed. Such a request should be submitted within 10 working days of the notification of the outcome of the decision of the Appeals 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.

The process will automatically move to stage 6.

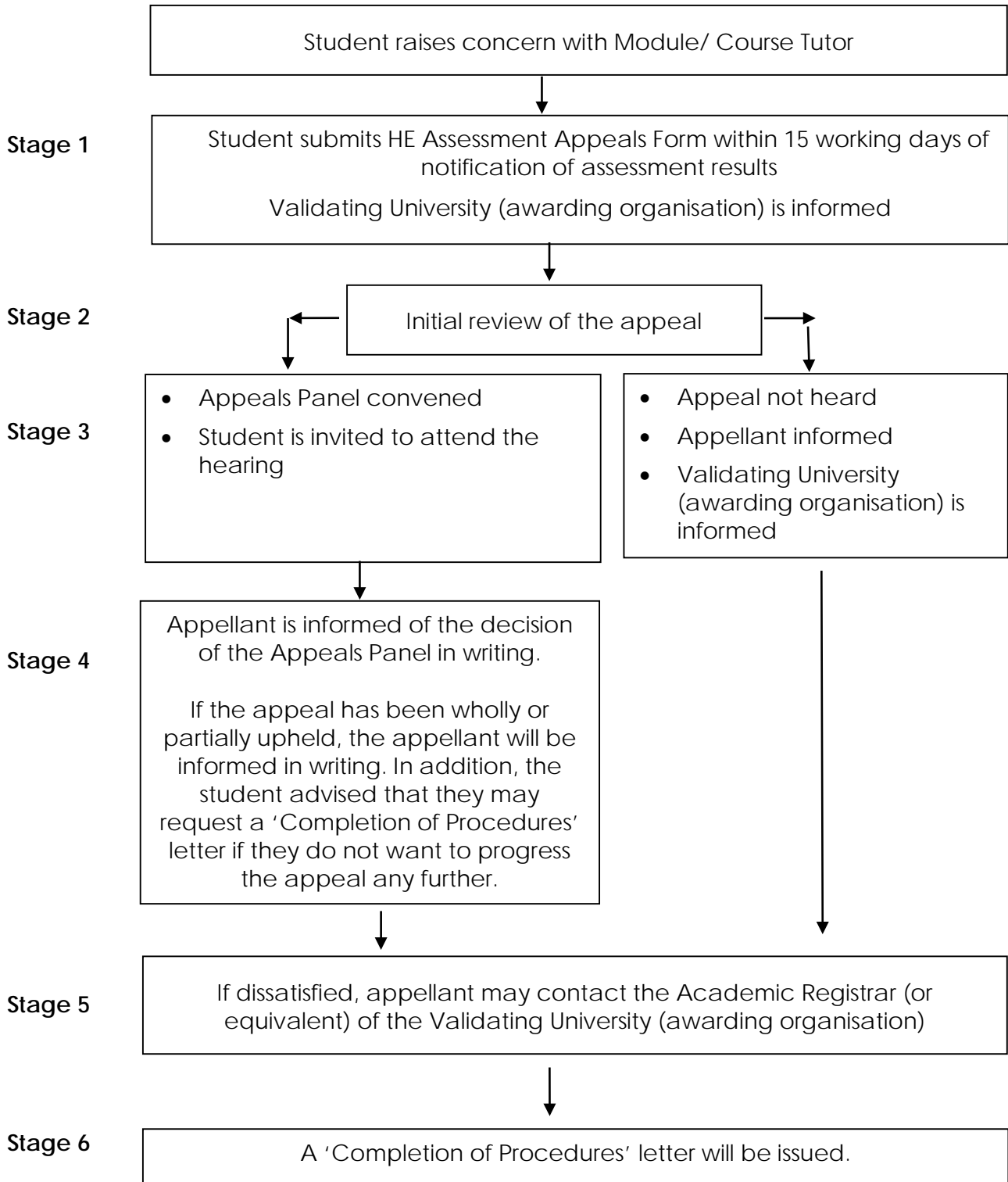
Stage 6

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.

² For students enrolled on Open University awards, they can appeal to the Director or The Open University Validation Partnerships Learning and Teaching Innovation ouvvp-director@open.ac.uk
For students enrolled on Pearson awards, they can appeal to vocationalqualitystandards@pearson.com

HE Appeals (Assessment) Procedure



HE ASSESSMENT APPEALS FORM

Name of
Student/Candidate

Course Code and Title

Date of Board of
Examiners

Grounds for Appeal *(if extra space is required please continue overleaf)*

Student signature	Date
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Date
received

Staff
signature

Senior Academic Quality Officer (HE)

Initial Review

Case
Reviewed by: Vice Principal Curriculum and Quality:.....
Head of Quality:.....
Date Review completed:.....

Decision

i) Appeal not to be heard
Rationale for decision:

ii) Appeal to be heard

Signature _____ Date _____

Action to be taken

i) Inform student	Date completed.....
ii) Inform student and convene Appeals Panel	Date completed.....
iii) Awarding organisation informed	Date completed.....

Appeals Panel

Panel Chair:

Panel Members:

Date:

Rationale for decision:

Decision:

Signature:

Date:

Student Informed by:

Date:

Awarding Organisation informed by:

Date: