

Academic Appeals Policy

The Principles

- The procedures should be fair and transparent, and decisions should be reasonable.
- Appeals should be dealt with within a reasonable time.
- A student should have the right to be accompanied, within appropriate constraints, when attending any appeal hearing.
- All parties attending an appeal hearing should have equality of access to relevant information and documentation.
- An individual's privacy and confidentiality should be respected, subject to the need for an open and fair investigation and appropriate reporting.
- Any student who has suffered a wrong has a right to have that wrong redressed, though vexatious or frivolous appeals should not be allowed to abuse the process.
- Appeals may be submitted individually or by a group of named individuals acting collectively.
- Procedures should ensure that appropriate remedial action is taken where an appeal is upheld.
- Members of an appeal panel should not act where a conflict of interest may arise.
- The College should seek to minimise the cost to a student of pursuing an appeal.
- Documentation should indicate any further procedures available to an appellant.
- A person who is the subject of an allegation should have the right to present a case during any investigation.

Circumstances in Which an Appeal May Be Made

- Decisions relating to assessment of academic performance, including award classification, pass/fail or processing of marks.
- Decisions on whether students who have failed assessment may resubmit, and under what conditions.
- Decisions concerning student progression and leave of absence.
- Decisions regarding academic misconduct.
- Decisions relating to mitigating circumstances.

Grounds on Which an Appeal May Be Made

- Students may not appeal against the academic judgement of examiners.
- Students may appeal if they believe procedural irregularity has occurred.
- Students may appeal if the assessment was conducted unfairly or improperly.

- Students may appeal if mitigating circumstances could not reasonably have been presented earlier.

Lodging an Appeal

- Students must email the Director of Operations within four weeks of the decision being appealed.
- The email should include a full statement of the grounds of appeal, evidence to be considered, and the outcome sought.
- Documentary supporting evidence should be provided, preferably contemporary with the events described.
- Students may contact the Director of Operations to discuss the procedure further.

Consideration of Appeals

- The appeal is reviewed by the Global Academic Director with consultation from an academic team member.
- An appeal has grounds only if evidence suggests the Examination Board's decision may be invalid.
- The Global Academic Director may request information from relevant parties.
- The Examination Board may be asked to reconsider its decision.
- Reasons will be given if no grounds for appeal are found.

Attendance and Presentation of Evidence at Appeal Hearings

- Students are given the opportunity to attend the hearing.
- Hearings may be deferred for good reason.
- The Global Academic Director may proceed in the student's absence under certain circumstances.
- Students may be accompanied by a registered student or college employee (not external representatives).
- Video or telephone attendance may be arranged where appropriate.
- Students may submit written evidence, including third-party statements.

Conduct of Hearing

1. All parties present statements in turn.
2. The Global Academic Director may ask questions.
3. Attendees may ask questions or provide further information.
4. The student may make a final statement.
5. Only the Global Academic Director and academic member remain to deliberate.
6. The decision is communicated in writing.

Notification of Course Outcome

- Students are normally notified of the outcome within four weeks.
- Decisions are communicated in writing.
- If the appeal is referred back to the Examination Board, the process may take longer.

Appeals to Awarding Provider (University of Buckingham)

Students may appeal further to the University of Buckingham, which will consider the matter under its regulations.

The Office of the Independent Adjudicator

Further complaints may be submitted to the Office of the Independent Adjudicator for Higher Education. See www.oiahe.org.uk for details.